2509 IP Phone
User Manual
Version 1.0
Singapore

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1-1 Package Contents

Thank you for purchasing this IP Phone! Before you continue, here is a list of all contents in your IP Phone package. Please contact your dealer if any of them is not in your IP Phone package.

☐	IP Phone (Main Body)	1 pcs
☐	Handset	1 pcs
☐	Handset Cable	1 pcs
☐	A/C Power Adapter	1 pcs
☐	Network Cable	1 pcs
☐	Phone Stand	1 pcs

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1-2 Features & System Requirements

Thanks again for choosing this IP Phone. This IP Phone is a sophisticated, state-of-the-art internet phone system. Instead of using conventional PSTN (land line) phone line, it uses IP data stream to deliver and receive voice calls through internet, you can make free* calls to other IP Phone, or making / accepting calls to / from regular land line phone / mobile phone, and the cost is much cheaper.

*Depending on your service provider. In most cases making phone call to another IP phone via internet is free.

For additional features of this IP Phone, please refer to following list:

1. Multi-protocol support: This IP phone supports multiple network protocols for communication and management: TFTP, FTP, RTP, SNTP, HTTP, SIP, DHCP, PPPoE, and Telnet.
2. QoS Support: Maximizes network performance.
3. Supports all major network connecting methods.
4. Supports headset and speakerphone for hands-free operation.
5. Standard CCITT numeric keypad (0-9, * and #) providing fully phone dialing support, with built-in DTMF tone generator (You can use numeric keypad to access on-line banking service, dial extension number…etc.).
6. Large, clear LCD display for information and phone status.
7. Comfortable handset, best for long time operation.
8. 5 speed-dial keys.
9. Access all advanced settings by web browser of your

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computer. You can also access this IP Phone's advanced configuration menu by telnet.

10. Built-in Ethernet switch: One for internet, and one for your computer.
11. Silence suppression, acoustic echo cancellation, and dynamic jitter buffer technology for better voice quality.
12. Call-ID display[2].
13. The ability of upgrading internal firmware: You can enjoy new functions of this IP Phone when new firmware is available.
14. <OPTIONAL> Supports IEEE 802.3af Power-over-Ethernet, this IP phone can get required electrical power by ethernet cable, therefore no A/C power adapter is required[1]

[1] This IP Phone must connect to a switch or hub that supports Power-over-Ethernet, and proper ethernet cable is required.
[2] Depending on service provider.

To use this IP Phone, following items are required:

1. One electrical power outlet, or network hub / switch with Power-over-Ethernet function.
2. Network Configuration Table, provided by your service provider.

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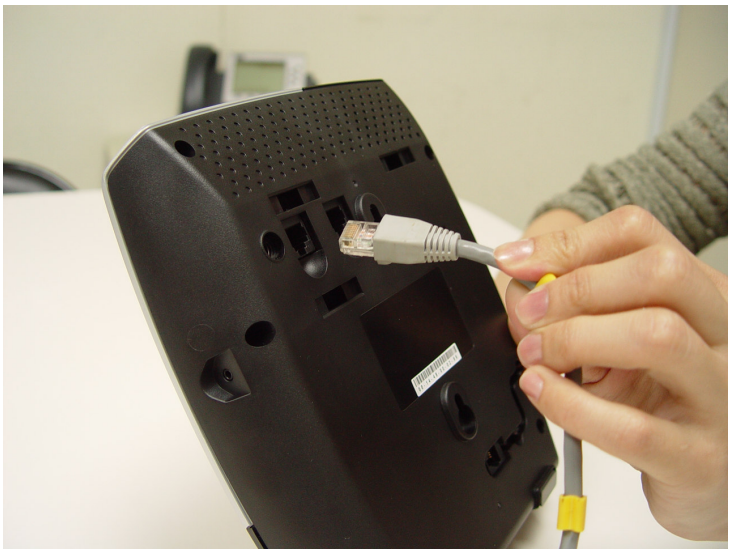
1-3 Basic Setup

Before you can use this IP Phone, there're few steps required. Please follow the following instructions to setup the IP Phone, and make it ready to use.

1. Unpack the package, and check if any item is missing.

2. Insert the Ethernet cable (which is connecting to the router in your network environment. If you use this IP Phone in your home, in most cases, the router is your ADSL or cable modem device provided by your ISP; If you use this IP phone in office, please connect to a network socket near you, or ask your network administrator).



3. Install the phone stand as described in following picture.

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4. Insert one end of handset cable to handset, as shown below.

5. Insert another end of handset cable to the handset socket on the phone, as shown below:

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6. Insert the A/C power adapter to the power socket.

7. Insert the power jack of A/C power adapter to this IP Phone, as shown below.

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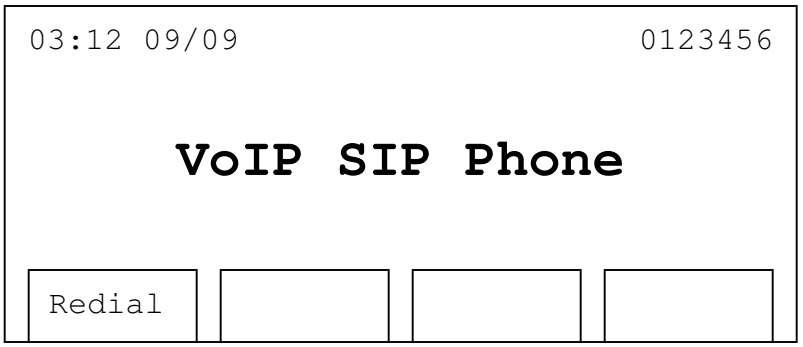
8. You should see some text on the LCD screen of IP phone now. If not, please redo step 5 to 6 until you can see some text on the LCD screen.



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8.1 This phone will use DHCP (Dynamic host configuration protocol) to obtain an IP address automatically by default, so if the network cable is unplugged or the phone is unable to get an IP address from DHCP Server, the MWI LED (i.e. the bar-shaped LED located above the LCD) will be illuminated in red and following message will be shown on LCD as below:

This message will be shown on LCD until a valid IP address is obtained from DHCP server. If the phone can not obtain an IP address for 2 to 3 minutes, it will not try to obtain an IP address anymore.

8.2 In case you see 'Loading' message displayed on LCD for a while, please check the network cable connected to this phone, and if the DHCP server is working properly. If you want to assign an IP address for this phone manually, please wait for 2 to 3 minutes, and you can enter setup menu and assign an IP address for this phone manually.

9. Lift the handset now, and you should hear the dialing tone in the handset. If not, please redo step 3 to 4 again, until you can hear some voice in the handset.

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When you finish above 8 steps, your IP Phone is ready for use. Please proceed to next chapter to setup network parameters, and start to enjoy the functions of this IP Phone!

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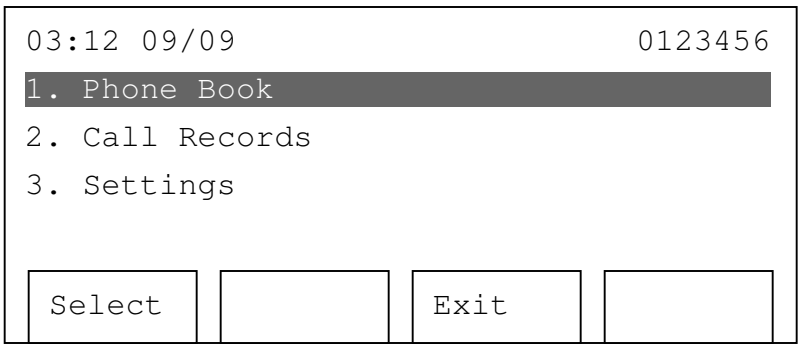
2-X Network Setup (Static IP Address)

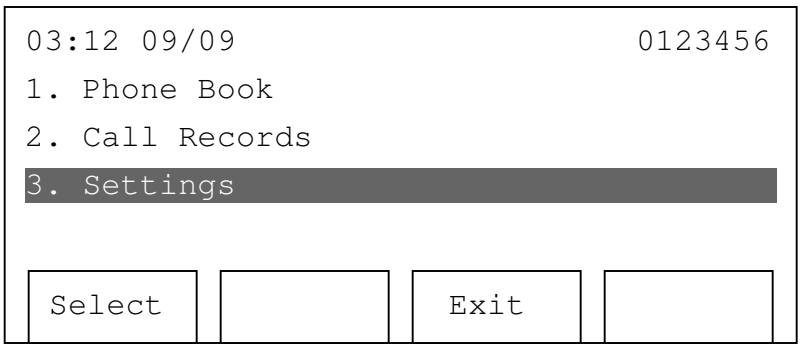
<intro text of service provider>

To setup static IP address, please follow instructions described in this chapter:

1. Press ‘Menu’ button on IP Phone



2. Press ‘Up’ or ‘Down’ key until ‘3. Setting’ is selected, then press ‘Select’ key.



3. Press ‘Up’ or ‘Down’ key until ‘4. System Configuration’ is selected, then press ‘Select’ key.

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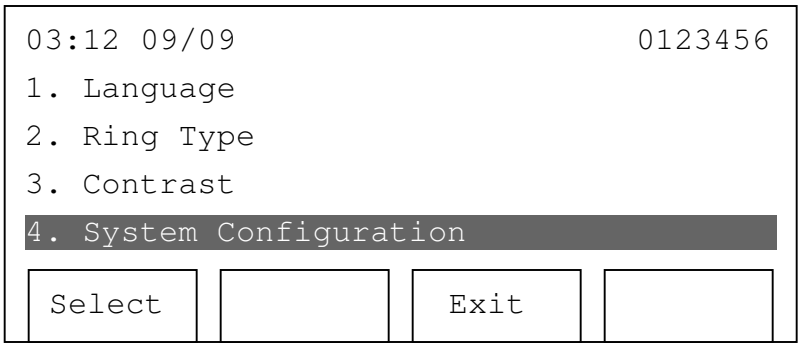
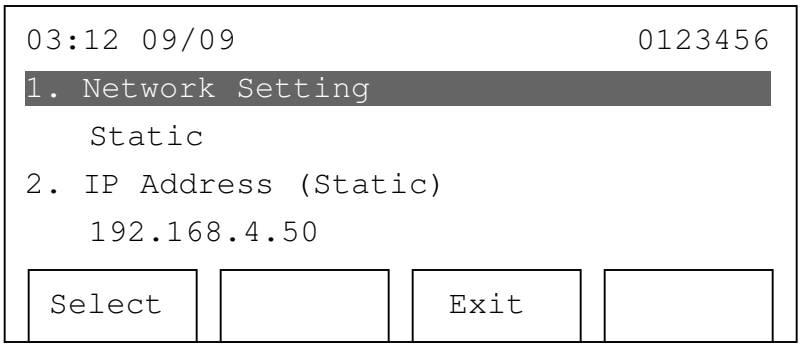
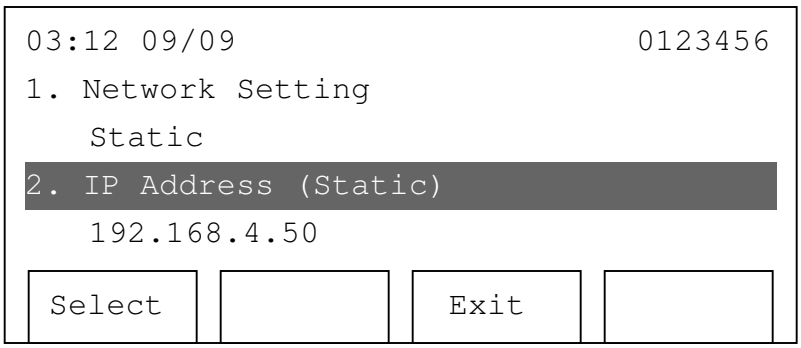


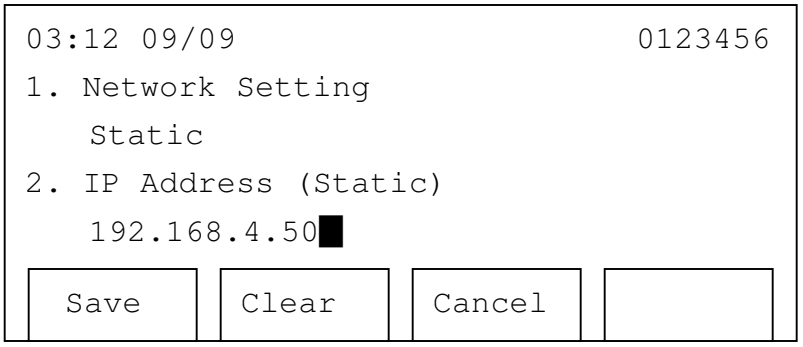
4. Press ‘Select’ key on ‘1: Network Setting’, and use up or down key to change network setting to ‘Static’, then press ‘Save’ key.



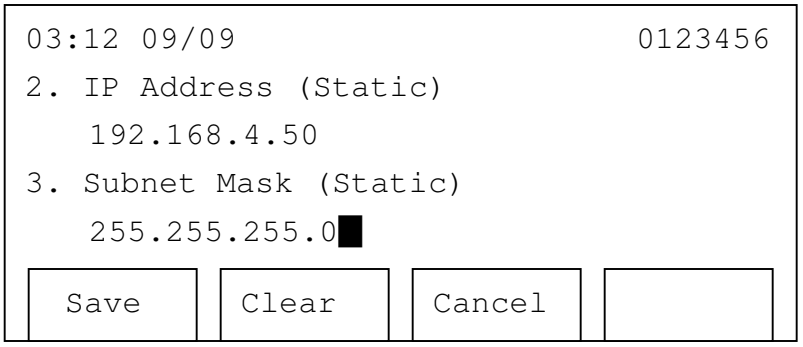
5. Press ‘Down’ key until ‘2. IP Address (Static)’ is selected, and press ‘Select’ key. You’ll be prompted to enter IP address, please use the numeric keypad to input IP address; To input dot (.), press * key on numeric keypad. For example, if you want to input IP address ‘192.168.4.50’, you should press following keys on numeric keypad: ‘192*168*4*50’.



When inputting IP address, each time you press ‘Clear’ key, you can erase a digit. Before you can input a brand new IP address, you must clear all previous IP address digits by pressing ‘Clear’ key for many times. After you’ve inputted the IP address you want, press ‘Save’ key, or press ‘Cancel’ key to discard.



6. Now you have to set subnet mask. Press ‘Up’ or ‘Down’ key until ‘3. Subnet mask (Static)’ is selected, then press ‘Select’ key. You’ll be prompted to input subnet mask, please use the same method described in previous step to input subnet mask.



7. After subnet mask, it’s time to set default route. Press ‘Up’ or ‘Down’ key until ‘4. Default Router (Static)’ is selected, then press ‘Select’ key. You’ll be prompted to input the IP address of the router on your local network, please input here.

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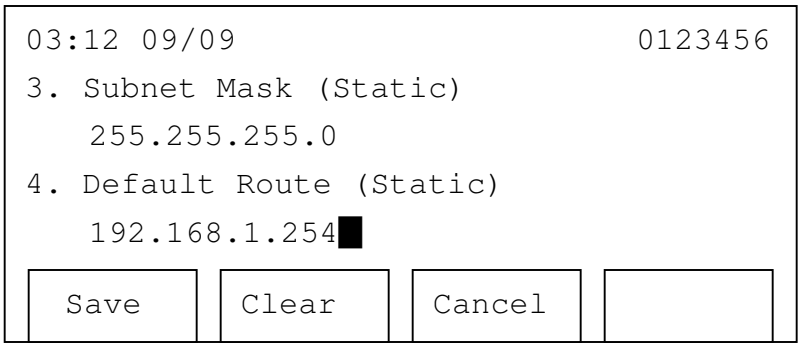
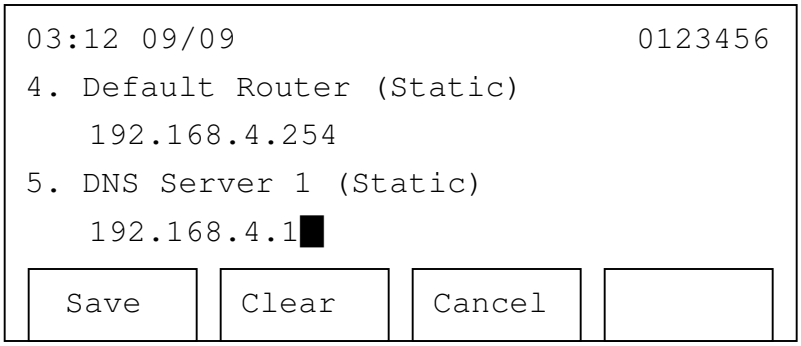


8. You have to set the IP Address of DNS, and this is the last step of static IP setup. Please press ‘Up’ or ‘Down’ key until ‘5. DNS Server 1 (Static)’ is selected, and input the IP address of DNS server here.



NOTE: You can set a secondary DNS Server IP address by move to setup item ‘6. DNS Server 2 (Static)’ and set the IP address of secondary DNS Server there. At lease one DNS Server is required to make this IP Phone work properly.

9. After the IP address is set, please move to chapter 2-3 or 2-4 to setup your SIP server information.

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NOTE: If you only need to change network setting, but don't need to change SIP server information (i.e. this is not an initial setup), you have to save new network setting and reboot the IP Phone after all network settings are set. Please refer to step 10 to 11 of chapter 2-3, to save new settings and reboot the IP Phone.

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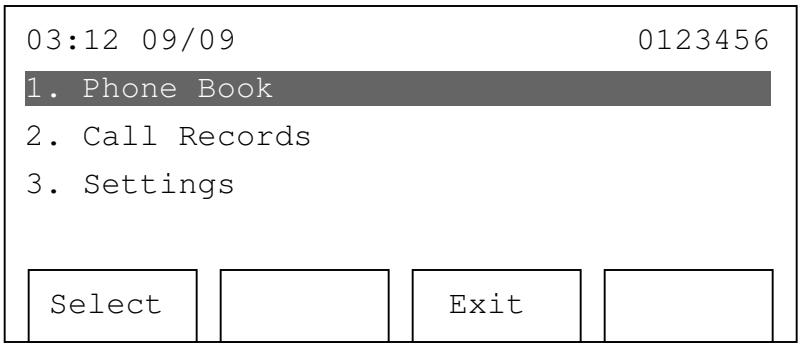
2-X Network Setup (PPPoE)

<intro text of service provider>

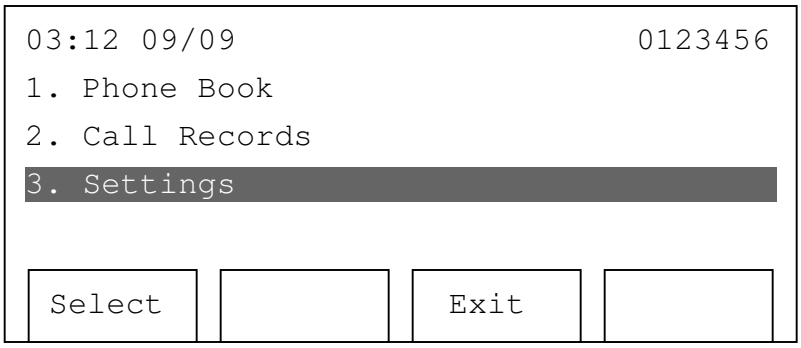
By using PPPoE, you don't have to setup IP address by yourself. Instead, an IP address will be issued to your IP phone by internet service provider automatically, which is more convenient.

To complete your network setup using PPPoE, please follow instructions described in this chapter:

1. Press 'Menu' button on IP Phone



2. Press 'Up' or 'Down' key until '3. Setting' is selected, then press 'Select' key.



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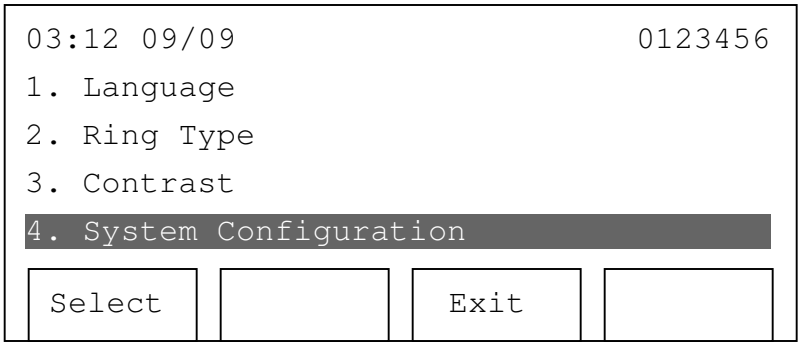
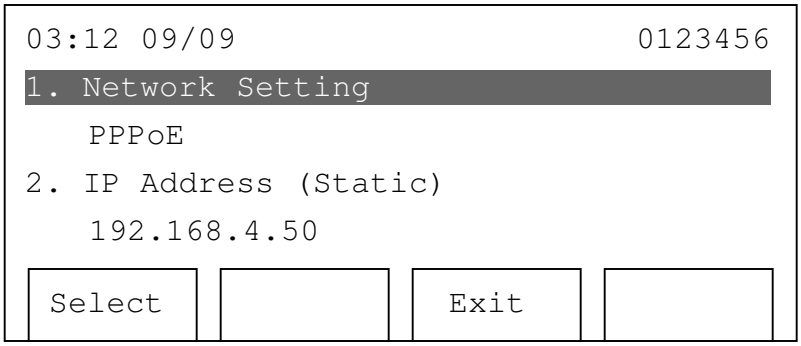
3. Press ‘Up’ or ‘Down’ key until ‘4. System Configuration’ is selected, then press ‘Select’ key.



4. Press ‘Select’ key on ‘1: Network Setting’, and use up or down key to change network setting to ‘PPPoE’, then press ‘Save’ key.



5. Press ‘Down’ key until ‘7. PPPoE Username’ is selected, and press ‘Select’ key. You’ll be prompted to your PPPoE username, please use the numeric keypad to input your username, press the same key repeatedly to switch input character in following list:

1: 1

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2: AaBbCc2
3: DdEeFf3
4: GgHhIi4
5: JjKkLl5
6: MmNnOo6
7: PpQqRrSs7
8: TtUuVv8
9: WwXxYyZz9
0: 0
*: +?@.
#: #

For example, if you want to input ‘B’, you have to press ‘2’ key for 3 times repeatedly, and the time between each keystroke is less and 2 seconds; If the time period between keystroke is longer than 2 seconds, the cursor will move right and you can enter a new character. For example, if you want to enter ‘Bc’, you have to press ‘2’ key for 3 times repeatedly, stop for 3 seconds, and press ‘2’ key for 5 times. To erase a character, press ‘Clear’ key.

When you finish input your PPPoE username, remember to press ‘Save’ key to save it, or press ‘Cancel’ to discard. You can input up to 40 characters.

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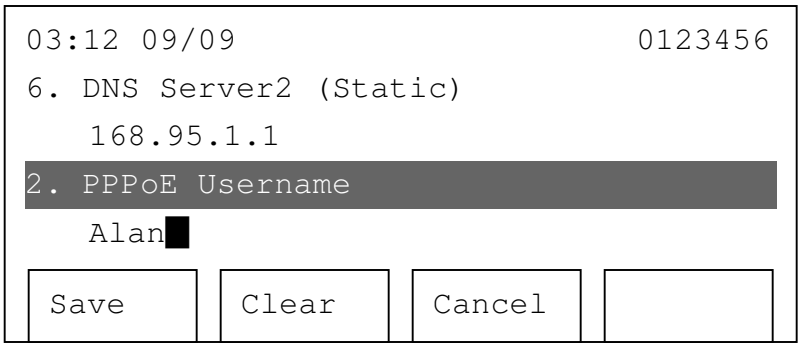
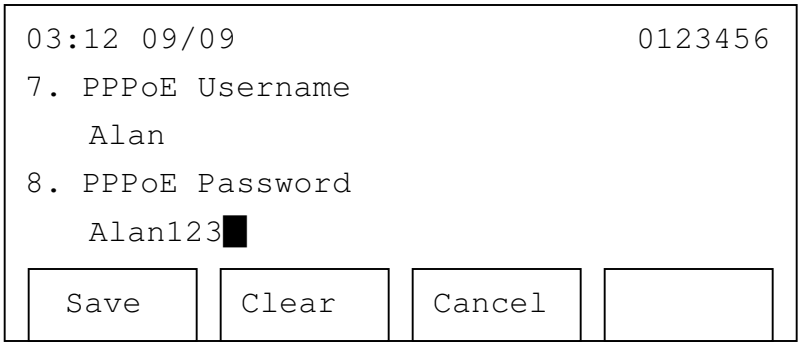
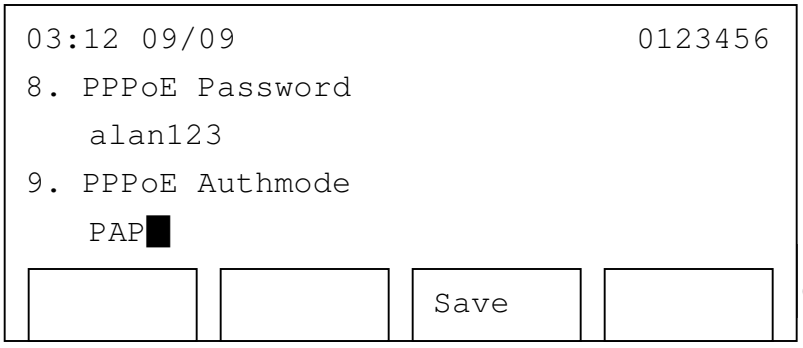


6. Now press ‘Down’ key until ‘8. PPPoE Password’ is selected, and press ‘Select’ key. You’ll be prompted to enter your PPPoE password, please use the same method described in last step to enter your password.



7. Please press ‘Down’ key until ‘9. PPPoE Authmode’ is selected, and press ‘Select’ key. Press up or down key to select PPPoE authentication mode from ‘PAP’ and ‘CHAP’, after proper authentication mode is displayed, press ‘Save’ key to save the setting.



8. After the PPPoE information is set, please move to chapter 2-3 or 2-4 to setup your SIP server information.

NOTE: If you only need to change network setting, but don't need to change SIP server information (i.e. this is not an initial setup), you have to save new network setting and reboot the IP Phone after all network settings are set. Please refer to step 10 to 11 of chapter 2-3, to save new settings and reboot the IP Phone.

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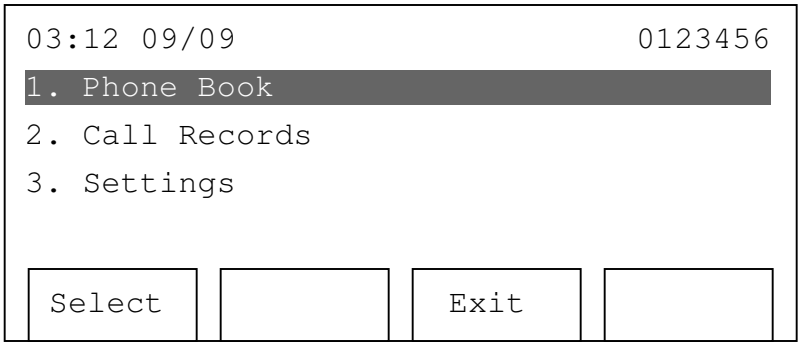
2-X Network Setup (DHCP)

<intro text of service provider>

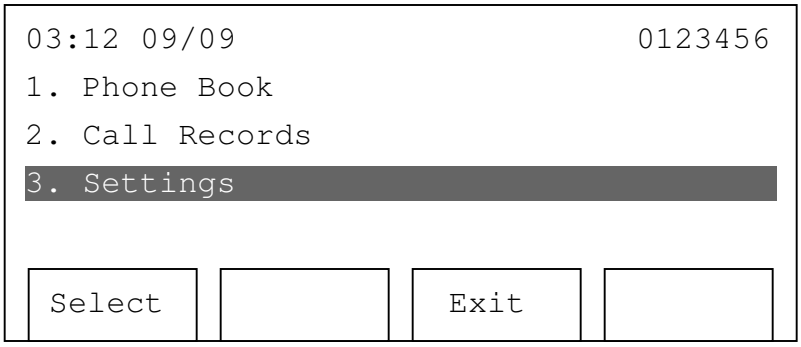
By using DHCP, you don't have to setup IP address by yourself. Instead, an IP address will be issued to your IP phone by DHCP server on your local network automatically, which is more convenient.

To complete your network setup using DHCP, please follow instructions described in this chapter:

1. Press 'Menu' button on IP Phone



2. Press 'Up' or 'Down' key until '3. Setting' is selected, then press 'Select' key.



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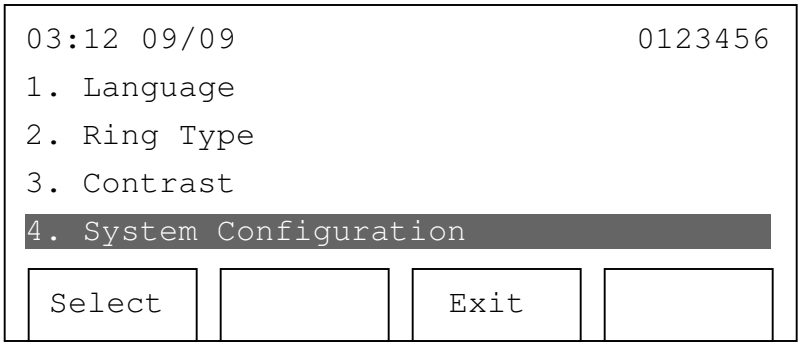
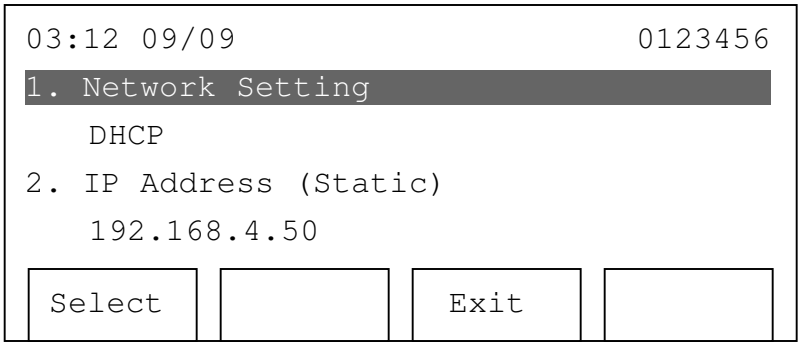
3. Press ‘Up’ or ‘Down’ key until ‘4. System Configuration’ is selected, then press ‘Select’ key.



4. Press ‘Select’ key on ‘1: Network Setting’, and use up or down key to change network setting to ‘DHCP’, then press ‘Save’ key.



5. Please move to chapter 2-3 or 2-4 to setup your SIP server information.

NOTE: If you only need to change network setting, but don’t need to change SIP server information (i.e. this is not an initial setup), you have to save new network setting and reboot the IP Phone after all network settings are set. Please refer to step 10 to 11 of chapter 2-3, to save new settings and reboot the IP Phone.

2-2 Network Setup (Web Configuration)

You can also setup the network by web browser (like Microsoft Internet Explorer, Firefox, Safari, etc.), which is the easiest way to have the network setting done.

Before you can setup network by web browser, you must know the IP address of IP Phone. Please setup a static IP address first, for PPPoE and DHCP users, please refer to chapter 3-4 'Browse System Configuration' to get the IP address of the IP Phone.

> NOTE: If the IP Phone uses static IP address, the computer used for network setup must use the IP address which is in the same network segment of IP Phone. For example, if the IP address of IP Phone is 10.1.1.1, and netmask is 255.255.255.0, then the IP address of computer used for network setup must be 10.1.1.x, where x = 2 to 254.

1. Use the web browser on your computer to connect to the IP address of IP Phone. For example, if the IP Phone's IP address is 192.168.4.50, please type 'http://192.168.4.50' in the browser's address bar. A login window will appear, please enter the username and password.

NOTE: default username is 'admin', and password is blank (do not fill anything in password field).

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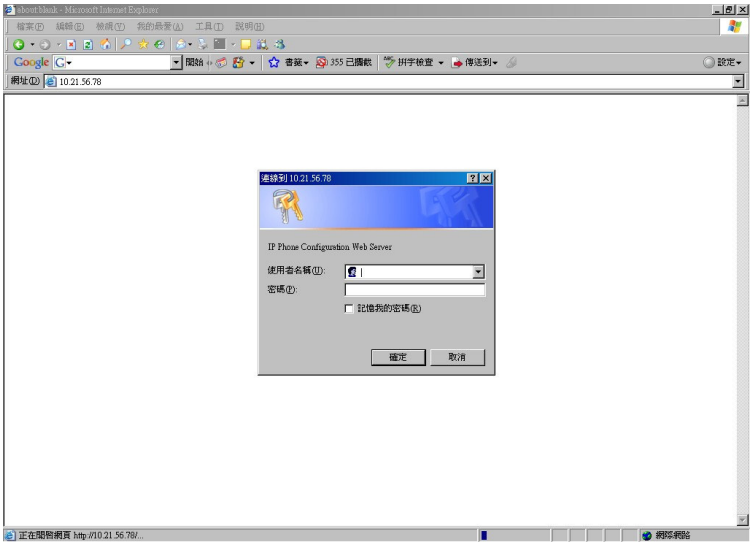
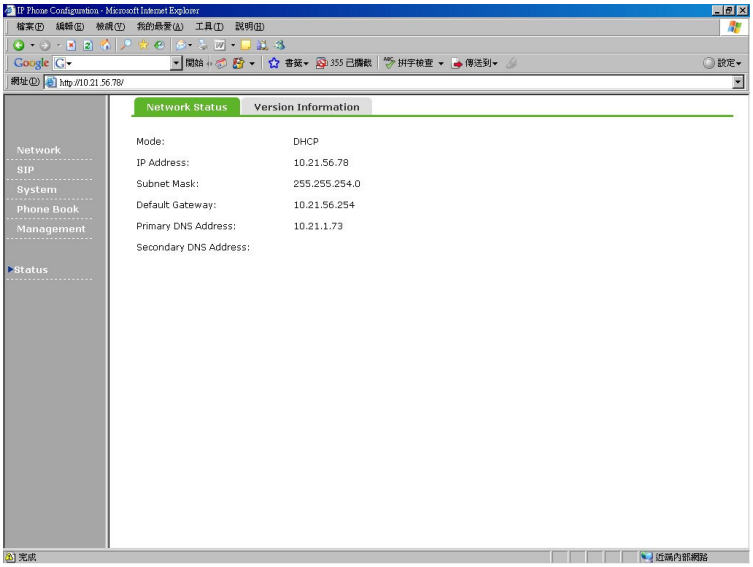


2. After you have logged in, you'll see the brief information of current network setting. Please click 'Network' link on the left.



3. In here, you can choose connection mode (static IP, PPPoE, or DHCP), enter IP address for static IP mode, and enter PPPoE username and password directly on web page. If you want to

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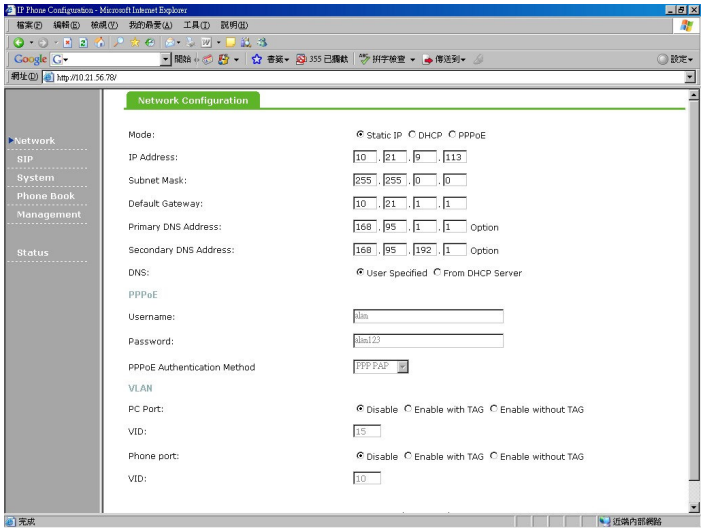
enable VLAN function of PC and phone Ethernet port of this IP Phone, you can also set it up here.

After you have entered the setting you need, remember to click ‘Submit’ button located at the bottom of the web page, or you can click ‘ Cancel’ to discard all settings you just entered.



4. Now click ‘Management’ link on the left of webpage, then click ‘Configuration Commit / Reset’ tab. Press ‘COMMIT…’ button, and you’ll see ‘Configuration OK’ message, which means the network settings you just made are properly saved.

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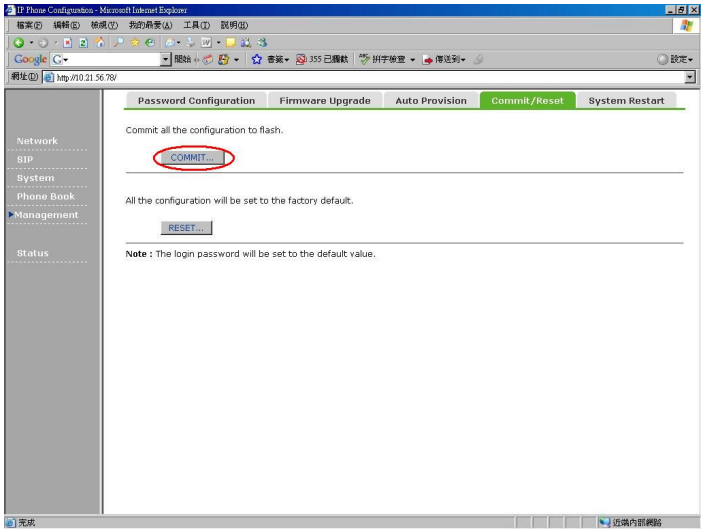
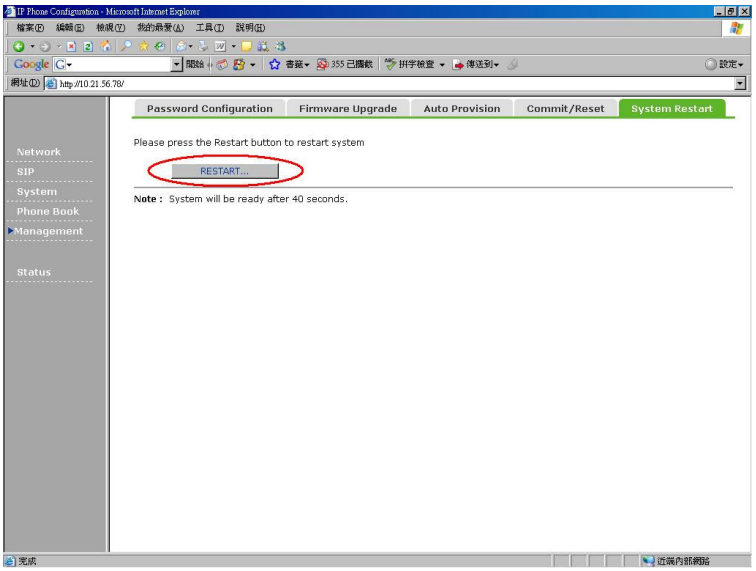


5. Please click ‘Management’ link on the left of webpage, click ‘System Restart’ tab, and then click ‘RESTART…’ button. The IP Phone will reboot. After about 1 minute, your IP Phone will be ready with new network settings.



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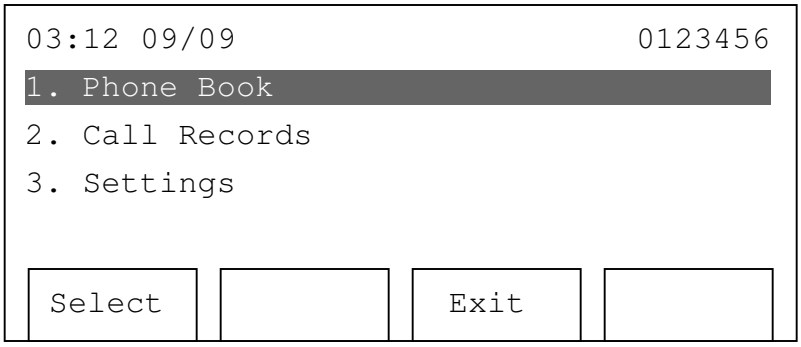
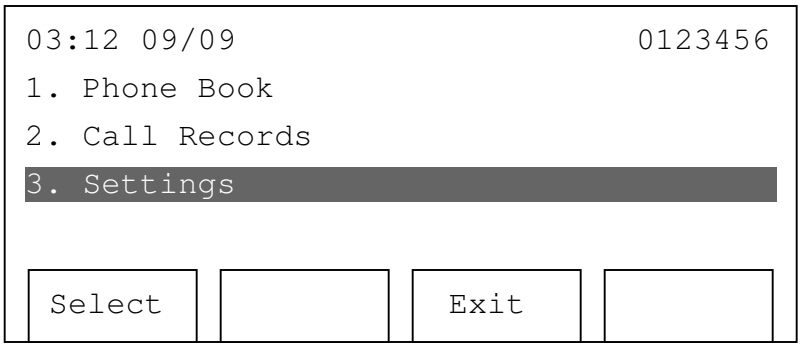
2-3 SIP Server Information Setup

After the network setup is done, you have to setup SIP server information, so your IP Phone can log onto service provider's server.

1. Press 'Menu' button on IP Phone



2. Press 'Up' or 'Down' key until '3. Setting' is selected, then press 'Select' key.



3. Press 'Up' or 'Down' key until '4. System Configuration' is selected, then press 'Select' key.

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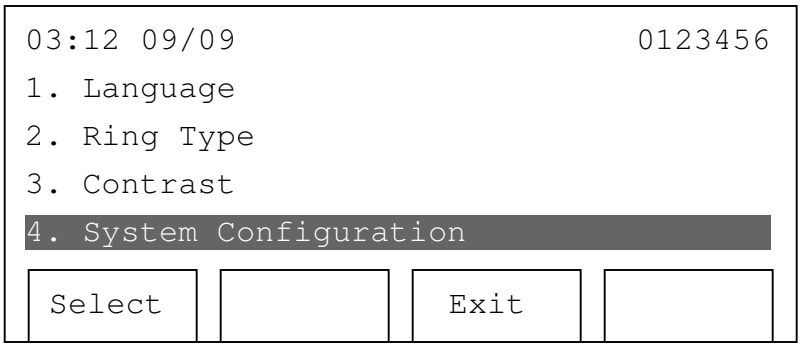
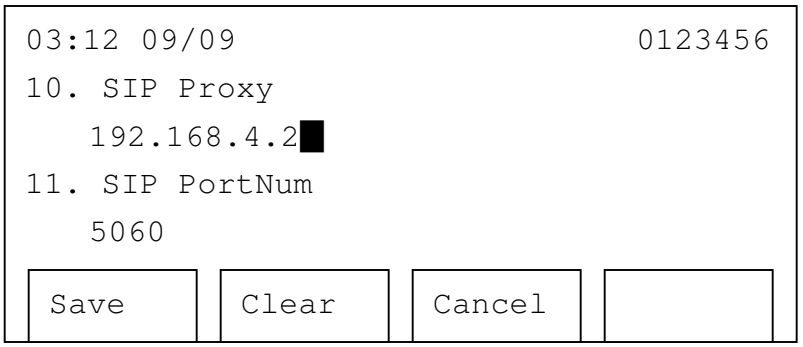


4. Press ‘Up’ or ‘Down’ key until ’10. SIP Proxy’ is selected, then press ‘Select’ key. You’ll be prompted to enter the IP address of SIP proxy, which is provided by your service provider. Please use numeric keypad to enter IP address, remember you can press ‘*’ for dot! After IP address is entered, press ‘Save’ to keep changes, or ‘Cancel’ to discard.



5. Now press ‘Down’ key until ’11. SIP PortNum’ is selected, then press ‘Select’ key. Please enter the SIP server’s port number provided by your service provider here, by default it’s ‘5070’.

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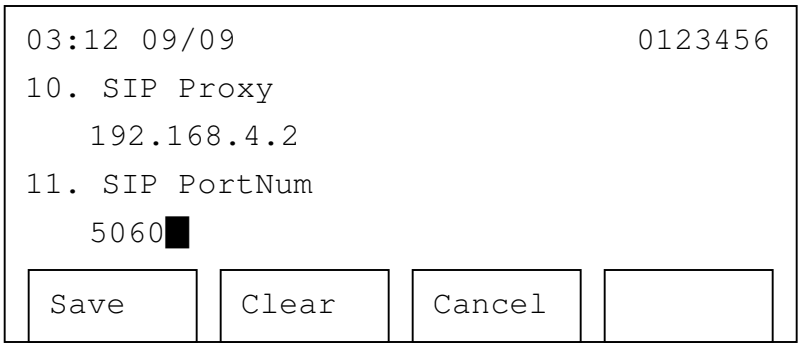
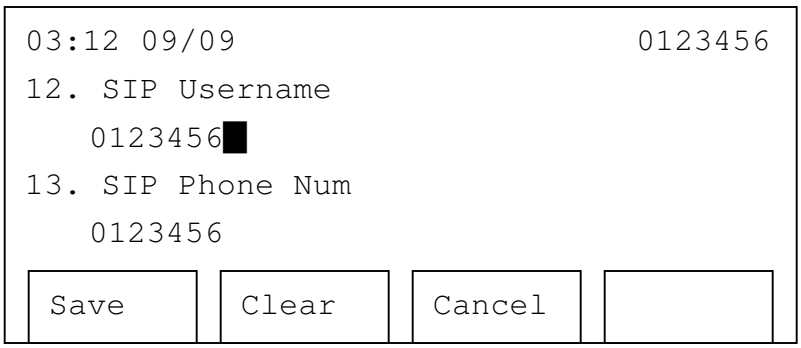
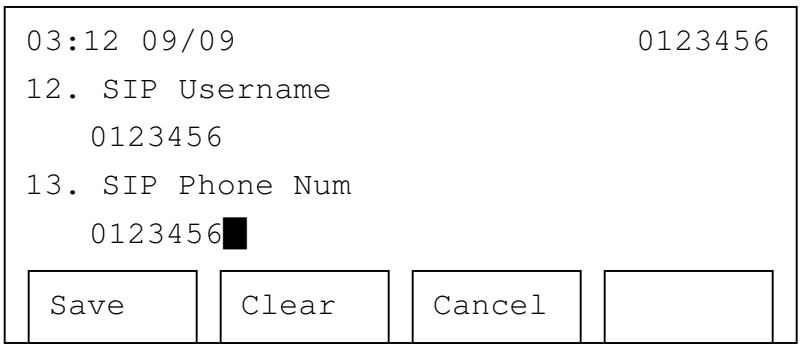


6. Press ‘Down’ key until ’12. SIP Username’ is selected, then press ‘Select’ key. Please use the numeric keypad to enter SIP username here, which is assigned by your service provider.



7. Press ‘Down’ key until ’13. SIP Phone Num’ is selected, then press ‘Select’ key. Please use the numeric keypad to enter SIP phone number here, which is assigned by your service provider.



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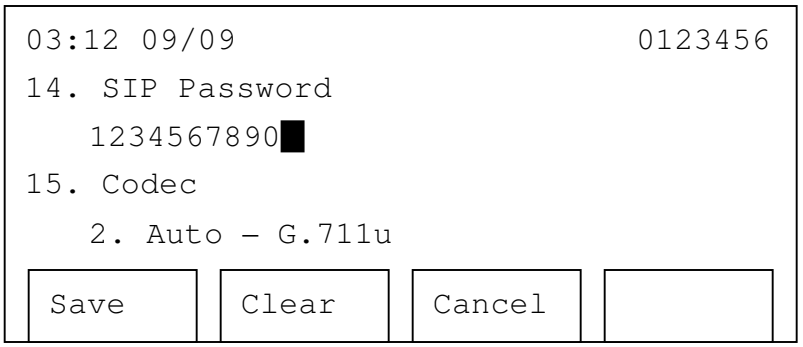
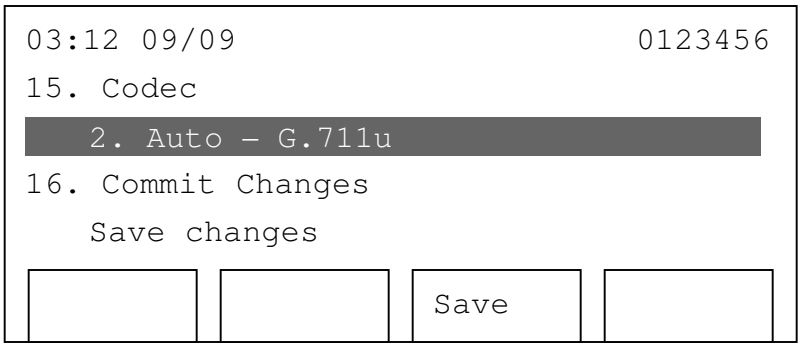
8. Press ‘Down’ key until ’13. SIP Password’ is selected, then press ‘Select’ key. Please use the numeric keypad to enter SIP phone number here, which is assigned by your service provider.



NOTE: SIP password is hidden by a series of ‘+’ mark when you’re not editing it.

9. Now you have to set the audio codec of this IP Phone, press ‘Down’ key until ’15. Codec’ is selected, then press ‘Select’ key. Use ‘Up’ or ‘Down’ key to select a codec designated by your service provider, and press ‘Save’ key to make decision.



10. After all above settings are done, please press ‘Down’ key until ’16. Commit Changes’ is selected, then press ‘Select’ key.

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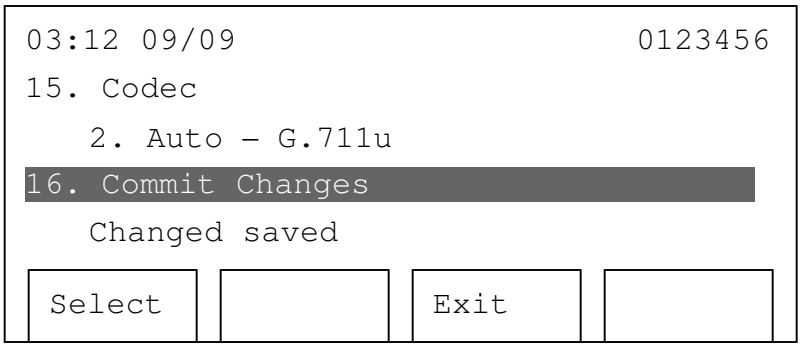
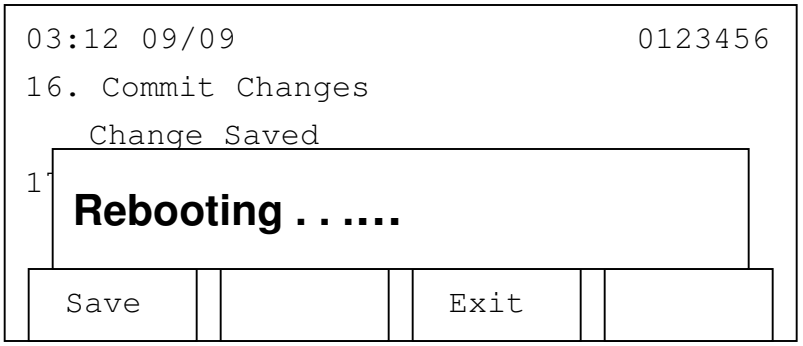
You'll see ''Changes saved' message displayed on LCD screen, which means all settings are saved.



11. Please press 'Down' key to move to next item '17. Reboot System', and press 'Select' key. You'll see 'Rebooting' Message displayed on LCD screen. Please wait for about 1 minute, after the reboot procedure is completed, your IP Phone is ready with new network settings.



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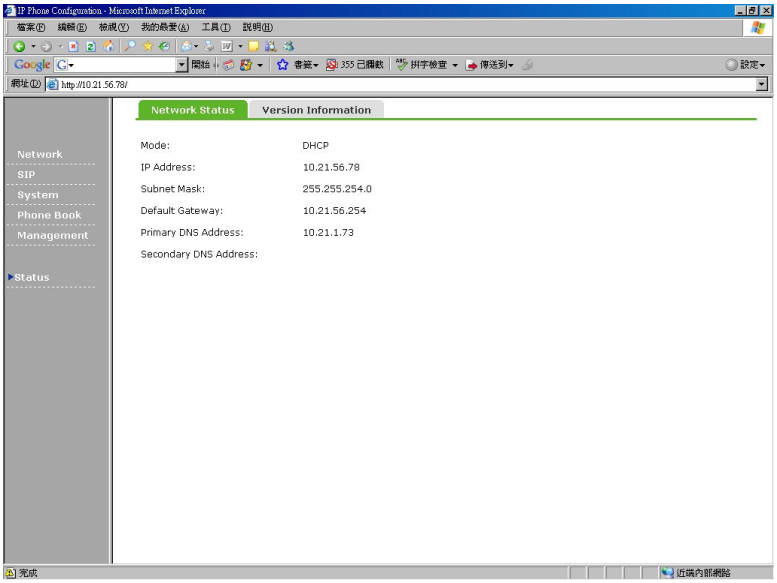
2-4 SIP Server Information Setup (Web Configuration)

Excepting setup SIP information on your IP Phone, you can also use web interface to setup SIP information. This is also the only way to setup multiple sets SIP username and password.

Please refer to chapter 2-5 to open a web connection to your IP Phone by web browser on your computer, then follow these instructions to setup SIP information:

1. After you web browser is connected to the IP Phone, please click ‘SIP’ link on the left.



2. You can enter SIP proxy server’s IP address, port, and every phone line’s SIP phone number, username, and password here. If you have more than one SIP phone number, username, and password, you can input all of them here. Up to 4 sets of phone number, username, and password us supported.

3. After all SIP information are properly set here, please click

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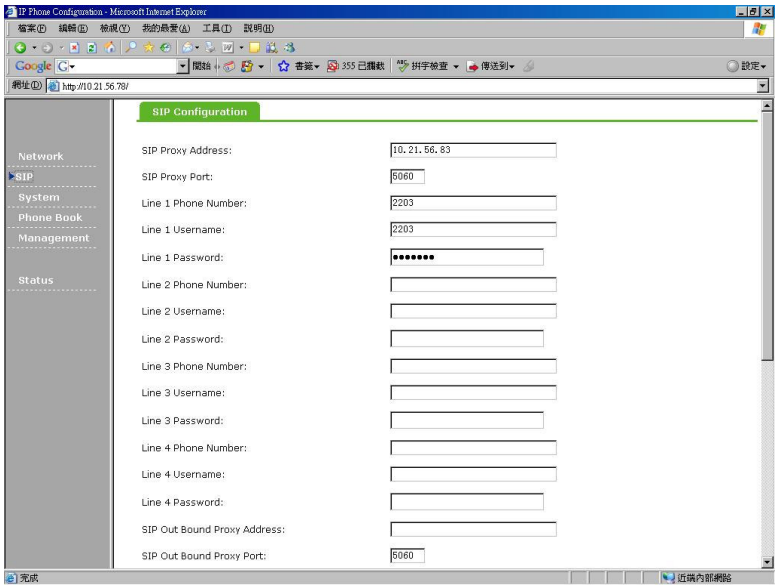
‘Submit’ button on the bottom of this page, or click ‘Cancel’ button to discard.



4. Now click ‘Management’ link on the left of webpage, then click ‘Configuration Commit / Reset’ tab. Press ‘COMMIT…’ button, and you’ll see ‘Configuration OK’ message, which means the network settings you just made are properly saved.

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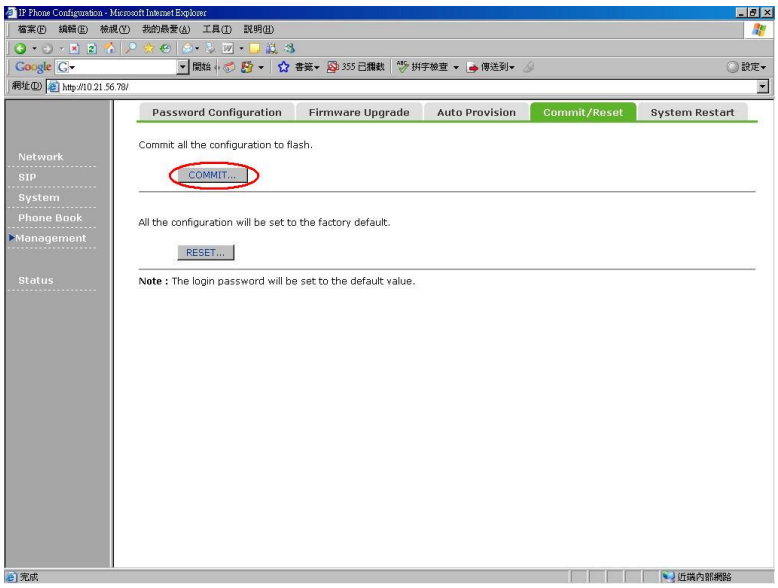
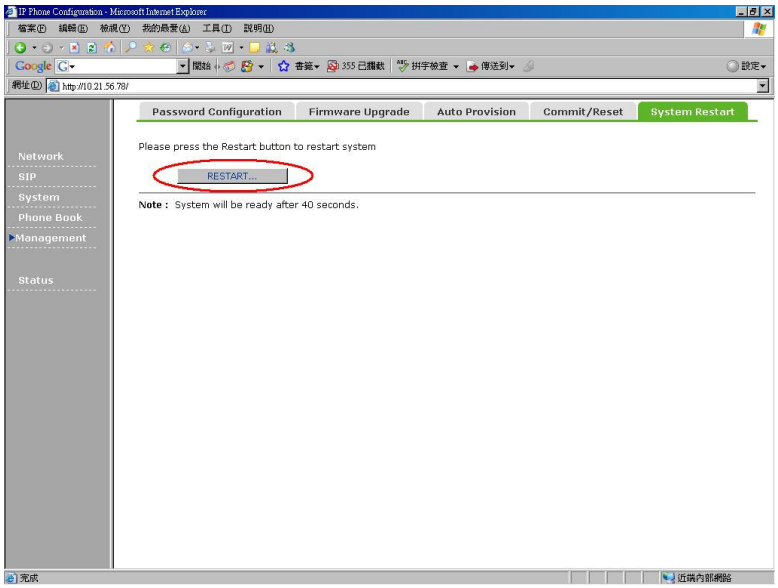


5. Please click ‘Management’ link on the left of webpage, click ‘System Restart’ tab, and then click ‘RESTART…’ button. The IP Phone will reboot. After about 1 minute, your IP Phone will be ready with new network settings.



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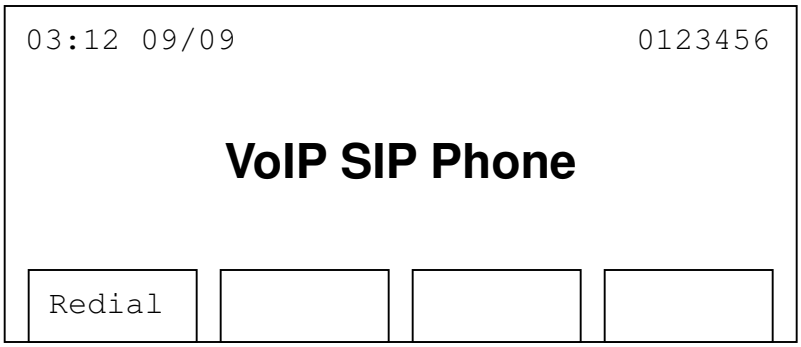
2-5 Accepting and Making Phone Calls

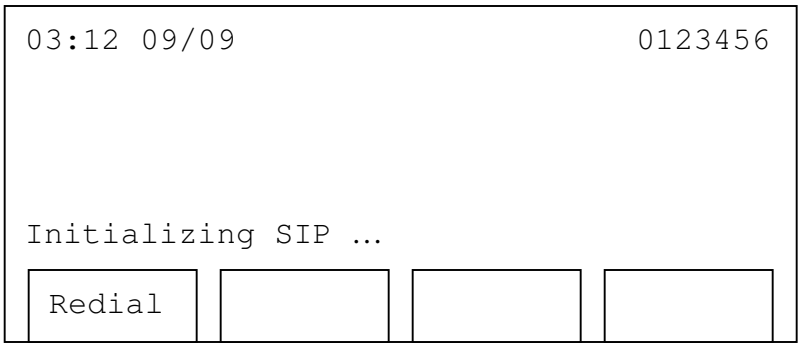
After the network and SIP setting are done, you can start to use your IP Phone to accept and make phone calls.

- Accepting phone calls

  Before you can accept phone call, please make sure that your phone is registered to SIP server. The LCD screen will be shown as below, which means the IP Phone has successfully registered.



If the phone is not register to any SIP server, you'll see 'Initializing SIP …' message displayed on LCD screen. Please check the network cable and network setting again.



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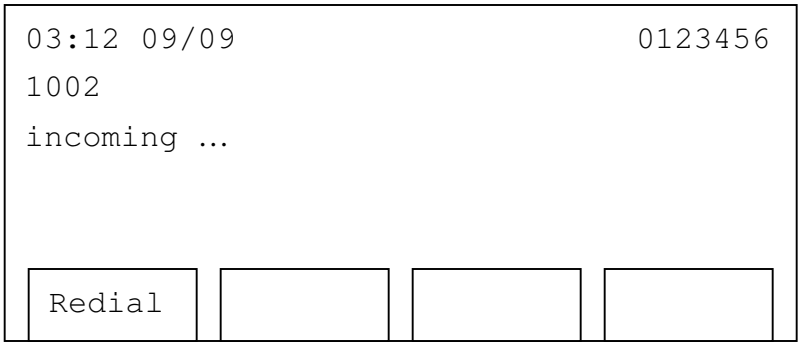
After the phone is registered, the phone will ring when someone's calling you. You'll see a flashing red light on the phone, the phone line selector which remote party is calling will also be flashing, with the phone number of remote party displayed on LCD screen.



NOTE: The phone number may not be displayed if the service provider does not support this function, please contact your service provider for detailed information.

Just pick up the handset when you hear the phone rings. After the phone session is end, please make sure the handset is placed on the IP Phone properly, or you will not be able to accept next call.

During the phone session, a call timer will be displayed on LCD screen and start from 00:00:00, it will show the total time elapsed since the call is established. Also, several options are available on LCD screen; you can use these options by pressing corresponding key:

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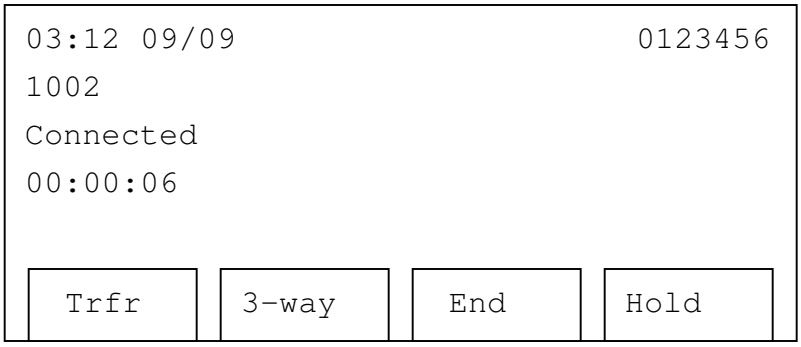
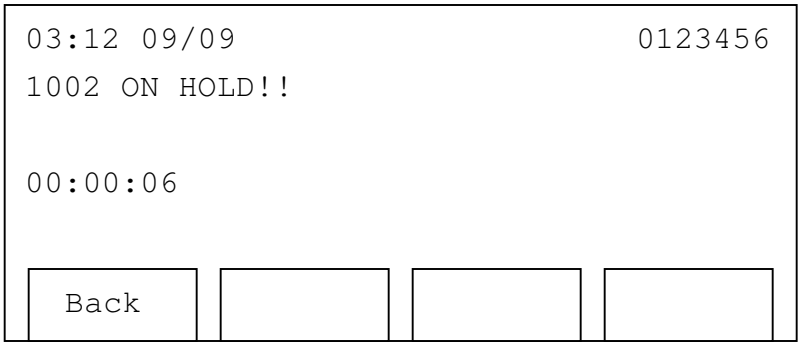


Here are descriptions of these 4 keys:

Trfr: Transfer current phone session to another phone number, this is called as call transfer. Before you do this, please tell your remote party to hold online (do not hang up the phone during transfer), then press 'Trfr' softkey, and you'll see the following message displayed on LCD screen:



The phone session is currently suspended, and you will hear dialtone in handset again (your remote party will hear music now). At this moment, user can decide to use **attended** or **blind** call transfer. If you want to use attended call transfer, please dial another phone number by numeric keypad, and you'll see the following message displayed on

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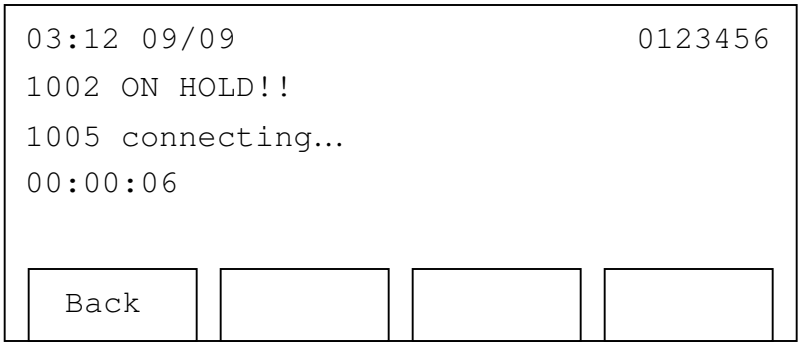
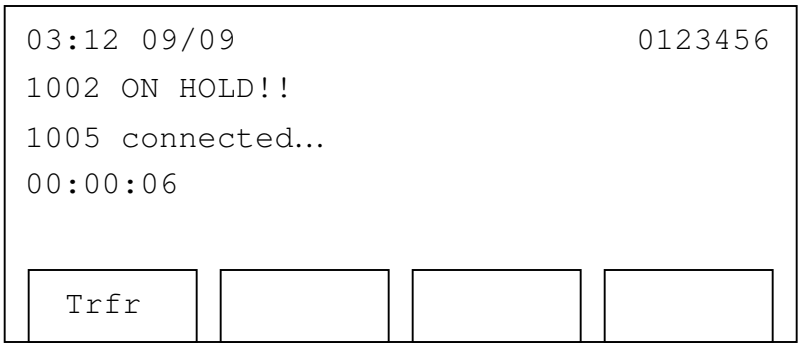
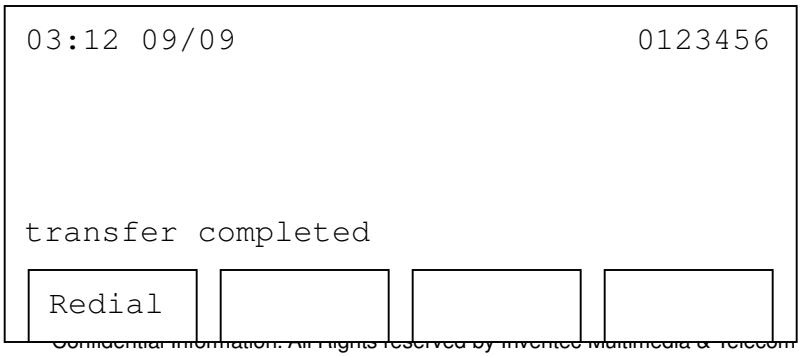
LCD screen:



Now the IP Phone will connect to the phone number you just dialed. After the connection is made, you'll see the following message displayed on LCD screen:



Press 'Trfr' softkey now, and the phone session will be transferred.



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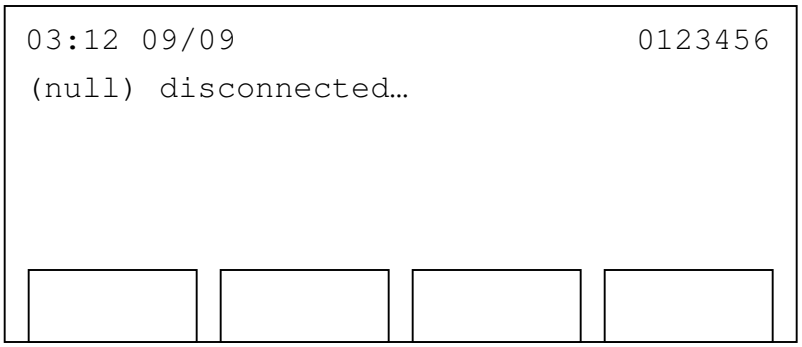
If you don’t hear dialtone after press ‘Trfr’ key, failed to transfer the call (hear busy tone in handset), or you changed your mind during phone transfer, please press ‘Back’ softkey during phone transfer, and you can resume the original phone session. If the ‘Back’ softkey does not shown on LCD screen, just put the handset back, and the original call will come back as an incoming call.

If you want a blind transfer, please dial another phone number by numeric keypad and end with asterisk key - ‘ * ’, and you’ll see the following message displayed on LCD screen:



At this moment, the phone will be disconnected from original call and transfer to the number you want to transfer.

3-way: You can invite another people to join your current phone session, so there’re total 3 parties talking on the phone (including you), this is called as 3-way conference. Before you do this, please tell your remote party to hold

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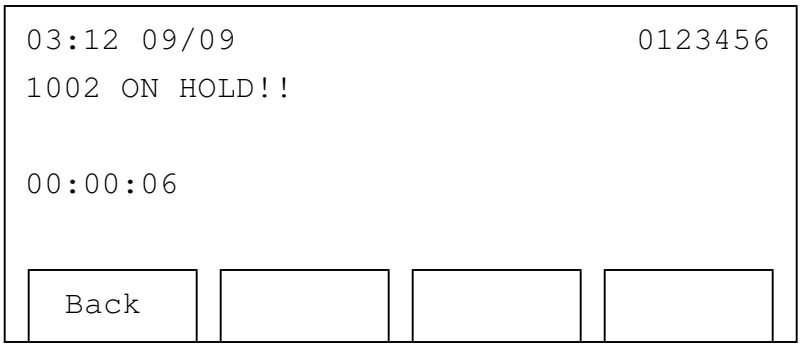
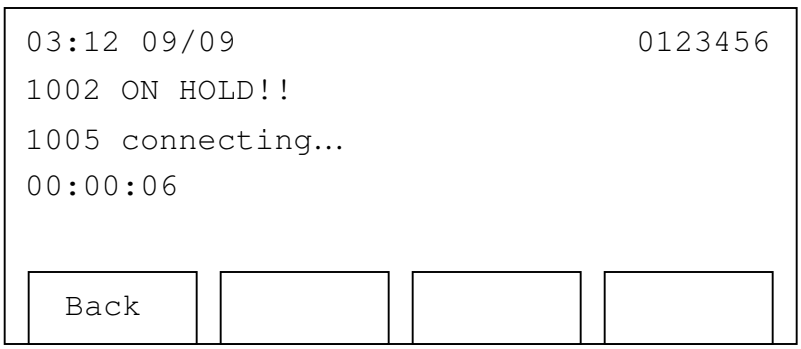
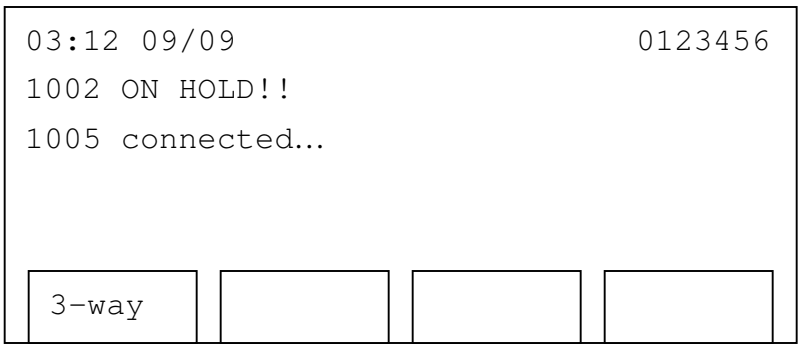
online, then press ‘3-way’ softkey, you’ll hear dialtone in handset again, and see the following message displayed on LCD screen:



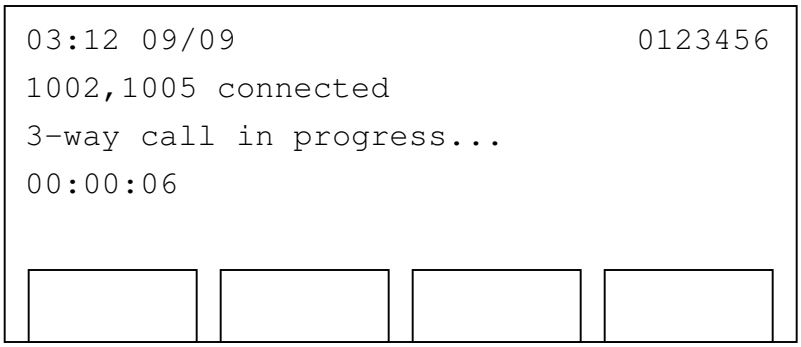
You’ll hear the dialtone again. Now please dial the phone number you want to invite, you'll see the following message displayed on LCD screen:



After the connection is made, you’ll see the following message displayed on LCD screen:



Now press ‘3-way’ softkey, and you’ll see following message displayed on LCD screen:



When you see this message, the 3-way conference is successfully established. To end 3-way conference, just hang up the phone.

End: Ends a phone session. You can also hang-up phone to end a phone session.

Hold: By pressing this key, you can pause the phone session, and your remote party will not hear anything from you. To resume, simply press ‘Back’ key.

- Making phone calls

  1. If you have multiple sets of SIP phone number, please select one phone line by pressing corresponding phone line key 1 – 4 first.

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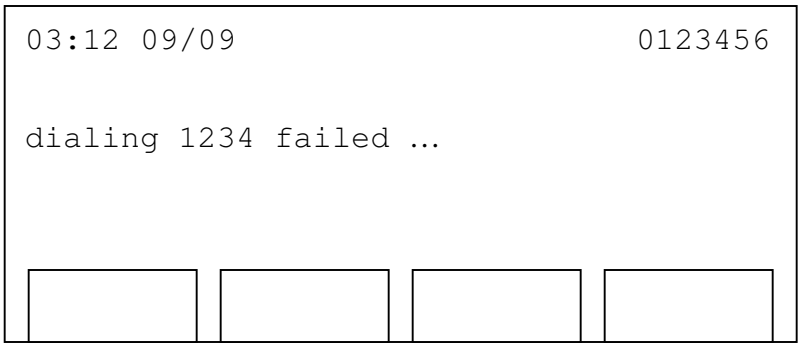
2. Life the handset, and dial the phone number by numeric keypad, just like using a conventional telephone. If you dialed the wrong number, or the remote party is not available currently, you'll see a text message 'dialing xxxx failed', where xxxx is the phone number you just dialed.



3. After the phone session is end, please make sure the handset is placed on the IP Phone properly, or you will not be able to accept phone call.

NOTE: You can press '#" key after you have entered all numbers, this can speed up the dial process.

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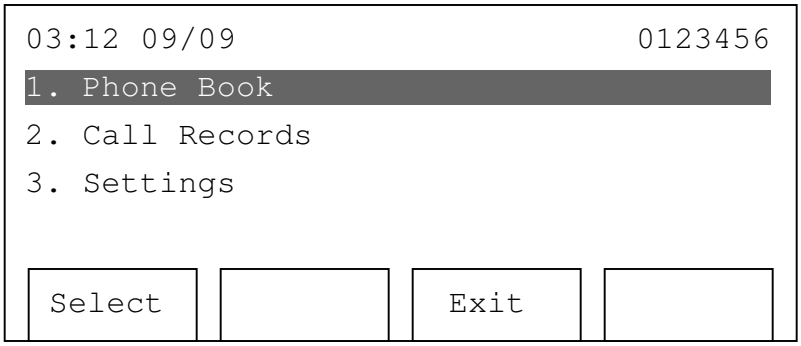
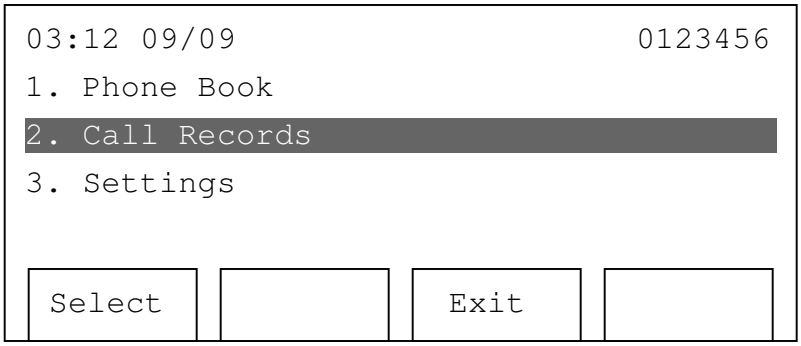
2-6 Calling History

There's an internal calling history database in this IP Phone. You can check for all outgoing / incoming phone call history, and all missed calls (i.e. unanswered calls).

1. Press 'Menu' button on IP Phone



2. Press 'Up' or 'Down' key until '2. Call Records' is selected, then press 'Select' key.



3. There are 3 type of call record available here, you can use 'Up' and 'Down' key to select one of them, then press 'Select' key to view a selected call history.

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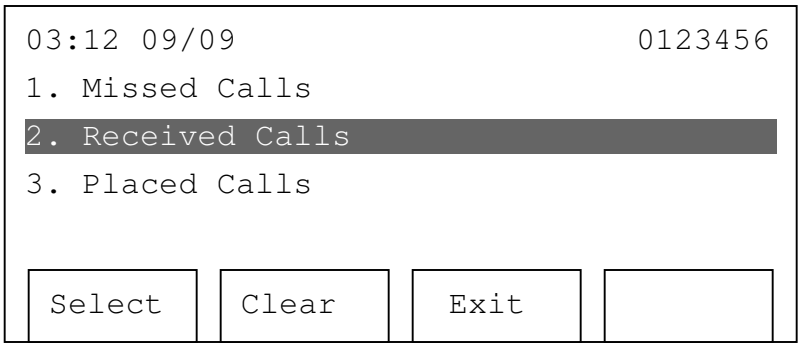
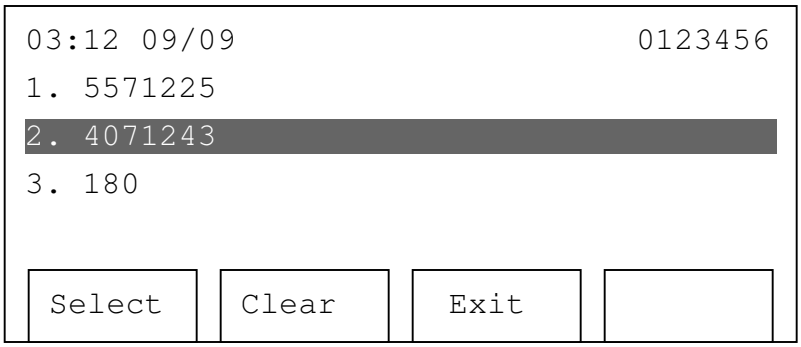


Here are descriptions of call histories:

Missed Calls: All unanswered calls will be listed here. You can use ‘Up’ and ‘Down’ key to move up and down in this list, and press ‘Dial’ key to make a phone call to the number selected, or press ‘Delete’ to delete a selected missed call entry. Press ‘Exit’ key to back to previous menu.



Received Calls: All accepted phone calls are listed here. You can also use ‘Dial’ key to dial the selected number again, ‘Delete’ to key to delete a selected number from list, or press ‘Exit’ to back to previous menu.

Placed Calls: All phone numbers you dialed on the IP Phone will be listed here. You can use ‘Dial’ key to dial the selected number again, ‘Delete’ to key to delete a selected number from

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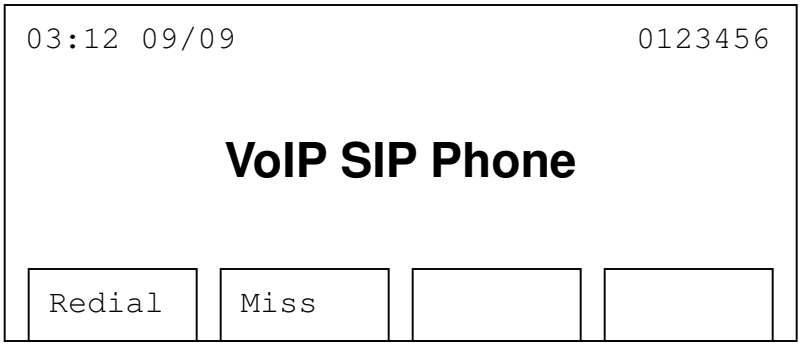
list, or press ‘Exit’ to back to previous menu.

Also, if you didn’t answer a call, you’ll see the following message displayed on LCD screen:



You can press ‘miss’ key to dial to the number you didn’t answer (only when the phone number of remote party is available)

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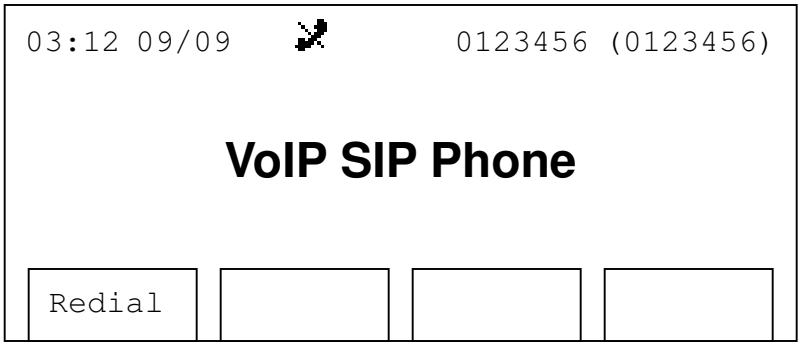
2-7 Call Rejection (DND)

If you don’t want to accept phone calls, you can active this function, which is called as DND – Do Not Disturb.

When you want to activate DND, press ‘DND’ key on the IP Phone. You’ll see a icon displayed on the LCD screen. When DND function is activated, people who call you will hear busy tone in his/her telephone, and he/she will think you’re talking on the phone. You can still make phone calls when the IP Phone is in DND mode.

When you want to deactivate DND function, press DND key again, and the on the LCD screen will disappear.



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2-8 Using Speakerphone and Headset

Excepting use the handset, you can also use speakerphone and headset, which provides a hands-free phone operating environment. When you're working on computer or something that requires you to use 2 hands, this function will be very convenient.

- Using speakerphone

  There's a built-in audio amplifier and microphone in this IP Phone. You can amplify the voice of remote party by internal speaker, so you don't have to use handset to talk.

  To use speakerphone, just press 'SPEAKER' button on the IP Phone. You don't have to pick up the handset, but just like you do it, you'll hear the dialtone. Please dial the phone number as usual, and speak to the phone.

  You can also use speakerphone function to accept phone call, just press 'SPEAKER' button when the IP Phone rings.

- Using headset

  To use headset, please insert the headset's plug into headset jack on the IP Phone first, like the figure shown below:

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WARNING: When you're using headset, please turn down the volume. High volume setting would cause damage to your hearing!

After the headset is connected to the IP Phone, you can press 'HEADSET' button to make and accept calls by headset, just like using a speakerphone.

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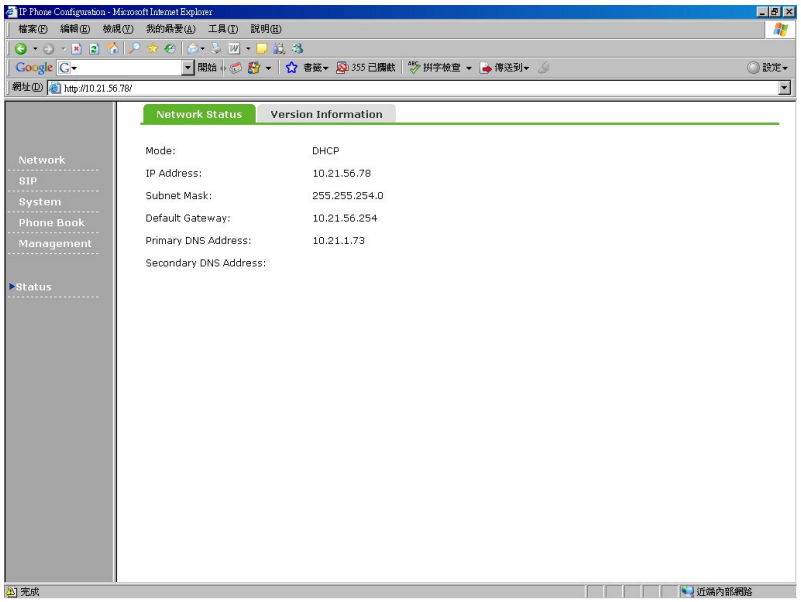
3-1 Speed Dial & Advanced Phone Configuration

This IP Phone supports 5 speed dial button (1 to 5), which allow you assign a phone number to each speed dial button. To set a phone number for a speed dial button, refer to chapter 2-4 to open a web connection to the IP Phone, and follow the following instructions:

1. After your web browser is connected to the IP Phone, click the ‘System’ link on the left.



2. Here are 5 spaces for speed dial phone number, you can enter phone number in speed dial number 1 to 5 (Only accepts numeric characters, i.e. 0-9, no alphabet and symbol is accepted). To save setting, press ‘Submit’ button on the bottom of this webpage.

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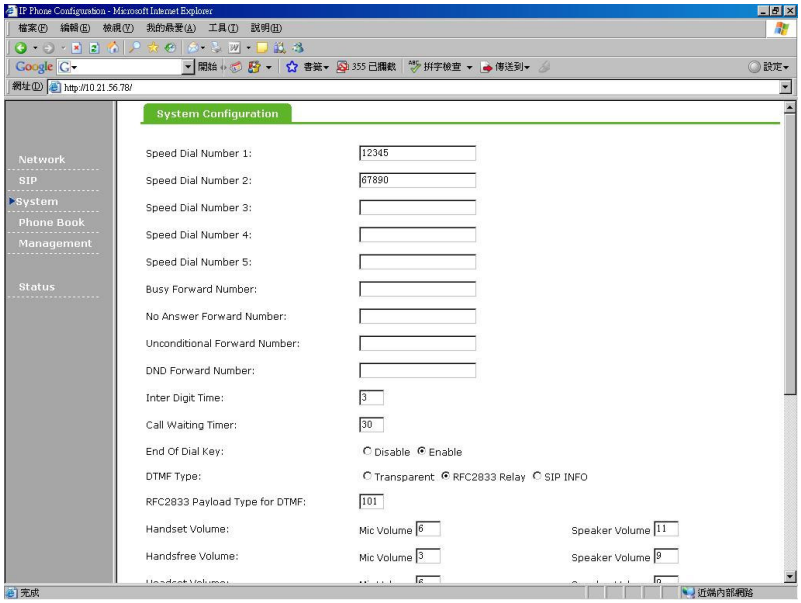

You can also define busy forward number (i.e. the number that incoming call will be transferred to if this phone is set to DND mode), no answer forward number (i.e. no one answers the phone when someone calls), and unconditional forward number (i.e. transfer all incoming calls to this phone numer), and DND forward number (i.e. the number that incoming call will be transferred to if this phone is set to DND mode). Also, these 4 numbers are numeric only, no alphabet or symbol is accepted. These settings can be set by LCD setup menu also, please refer to instructions given in the later part of this chapter.

The rest items in this webpage are advanced settings, and here are descriptions of these items:

Inter Digit Time: This is a special system parameter and please don’t modify the default value of this item unless required by your service provider.

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Call Waiting Timer: This is a special system parameter and please don't modify the default value of this item unless requested by your service provider.

End of Dial Key: This is a special system parameter and please don't modify the default value of this item unless requested by your service provider.

DTMF Type: This is a special system parameter and please don't modify the default value of this item unless requested by your service provider.

RFC2833 Payload Type for DTMF: This is a special system parameter and please don't modify the default value of this item unless requested by your service provider.

Handset Volume: You can set the volume level of handset's microphone and speaker here. Please input an integer between 0 to 8 in each field (total 9 levels), higher number means louder voice.

Handsfree Volume: In here you can set the volume level of speakerphone's microphone and speaker. Please input an integer between 0 to 8 in each field (total 9 levels), higher number means louder voice.

Headset Volume: In here you can set the volume level of headset's microphone and earphone. Please input an integer between 0 to 8 in each field (total 9 levels), higher number means louder voice.

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Ring Volume: In here you can set the volume level of ringer, please input an integer between 0 to 10.

Silence Suppression: This function will cause the IP Phone not to transfer data when there's no voice detected from microphone. If the network connection you're using is heavily loaded, please set to 'Enable', but you may found that the quality of voice is worse. You can set to 'Disable' to get better voice quality.

Ring Tone Type: You can select the type of ringtone here. There are several ringtones available here, please pick your favorite one!

Voice Codec: Please ask your service provider for proper setting. If you don't know what it is, leave it alone.

Forward Timer: This is a special system parameter and please don't modify the default value of this item unless required by your service provider.

Do Not Disturb: You can enable or disable DND function here.

Set Time Zone: Please select a proper timezone setting according to the timezone of your residence.

NTP Server Address: This IP Phone can adjust the time of internal clock via network, and you have to set a valid NTP server address here. Some NTP Server addresses are:

time.nist.gov
poo.ntp.org

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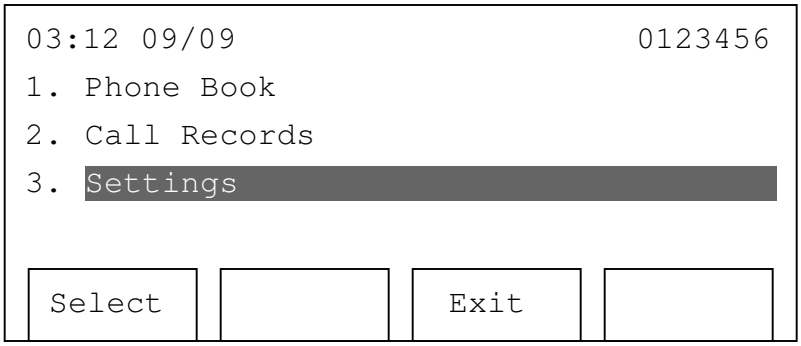
tick.stdtime.gov.tw
tock.stdtime.gov.tw
time.stdtime.gov.tw

*: It's recommended to use default value unless modification is requested by your service provider.

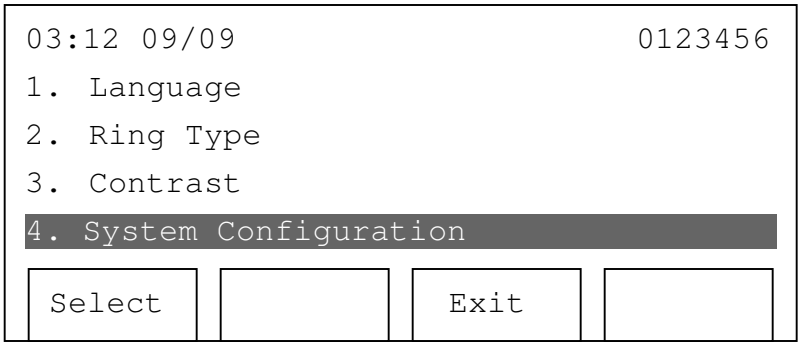
How to set auto-forward number by LCD screen

As instructed before, call forwarding settings can be set by web interface, but they can be set by LCD screen also:

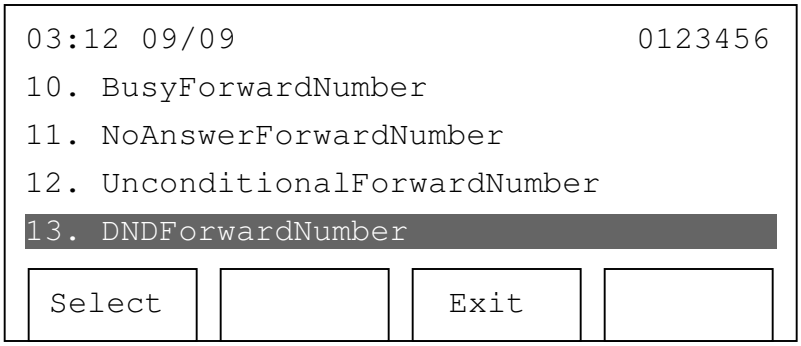
1. Press 'Menu' button on IP Phone, and use 'Up' and 'Down' key to select the third item: '3. Settings', then press 'Select' key.



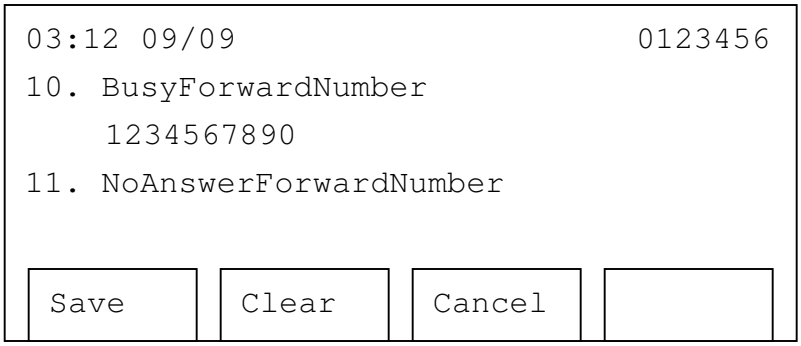
2. Select 'System Configuration' by 'Up', 'Down', and 'Select' key.



3. Press down key until a kind of call forward type is selected, then press ‘select’ key.



4. You’ll be prompted to input the target number of selected call forward type, then press ‘Save’ key to save changes. You can press ‘Clear’ to erase a number, or press ‘Cancel’ to keep original number untouched.



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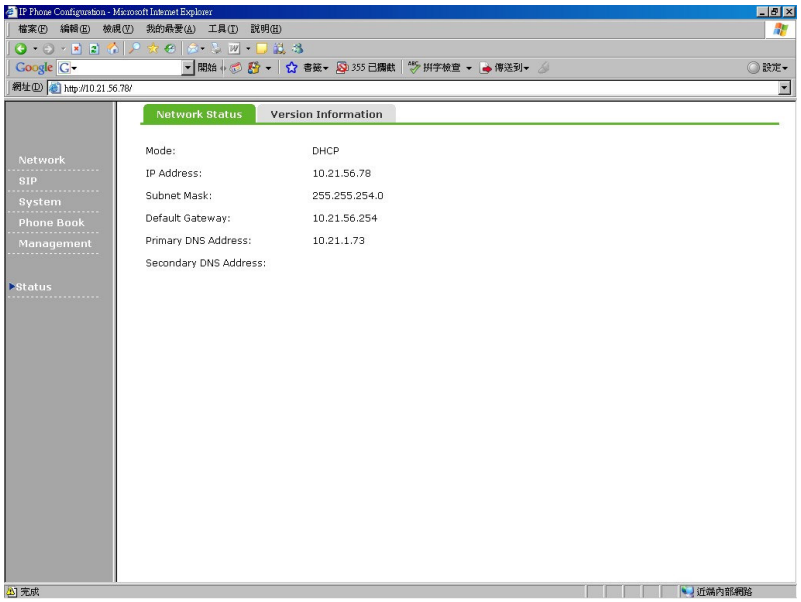
3-2 Phone Book Management

To ease the phone dialing, you can use the internal phone book to memorize frequently dialed phone numbers. Please refer to chapter 2-4 to open a web connection to the IP Phone, and follow the following instructions:

1. After you web browser is connected to the IP Phone, please click ‘Phone Book’ link on the left.



2. In this page, all phone book entries will be displayed here, and you can input new ones. Please input the phone number in ‘Number’ field (only numeric characters allowed), and the owner’s name of the phone number in ‘Name’ field, then press ‘Add’ button. The phone number and owner’s name will be added to the list.

If you want to delete an existing phone number, please enter

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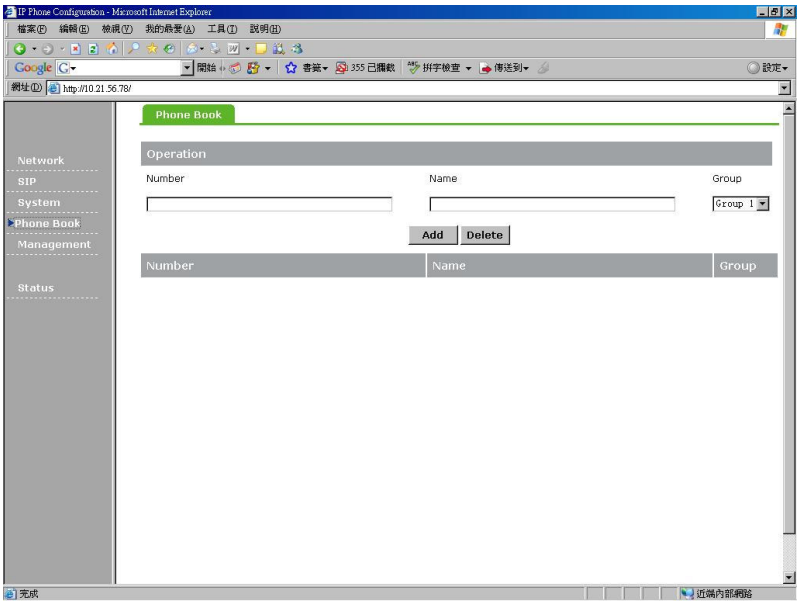
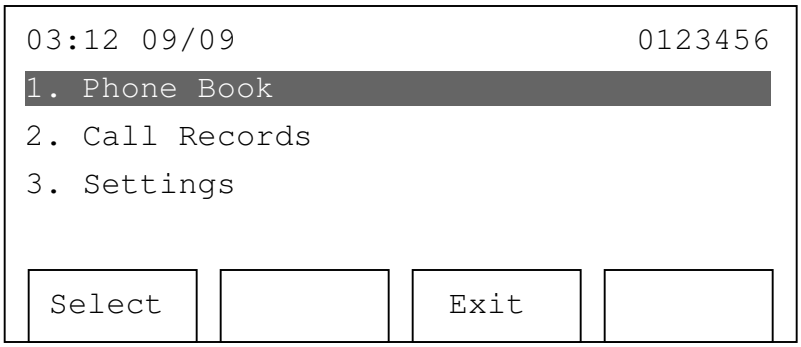
the phone number in ‘Number’ field, then press ‘Delete’ button. You’ll see the number you just entered is removed from the list.



3. You can access the phone book on the IP Phone directly, after the phone book entries are properly set. Please press ‘Menu’ button on IP Phone, and press ‘Select’ key on the first item: ‘1. Phone Book’.



4. All phone book entries will be displayed here, you can use ‘Up’ and ‘Down’ key to move up and down in the list, to select a phone book entry to dial.

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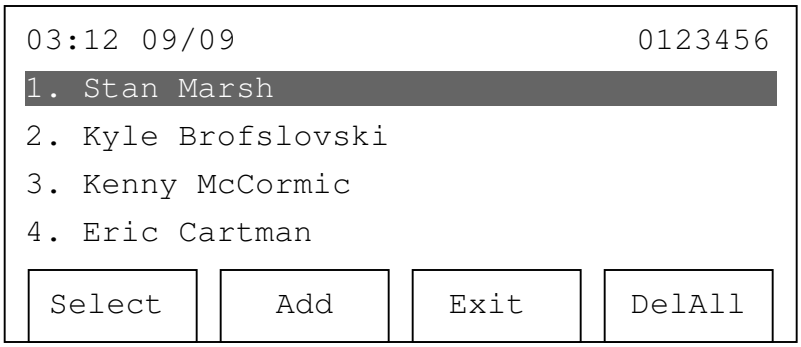
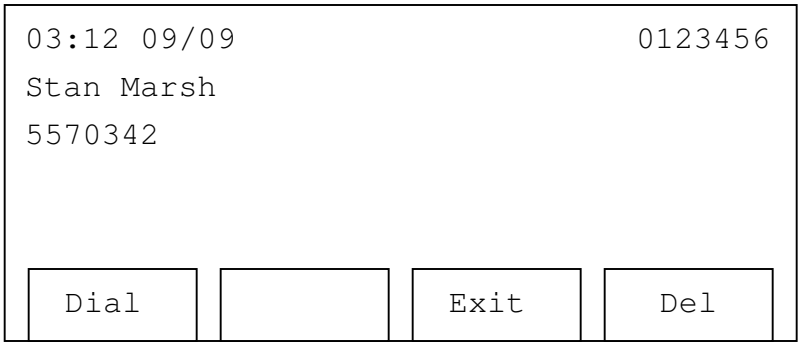
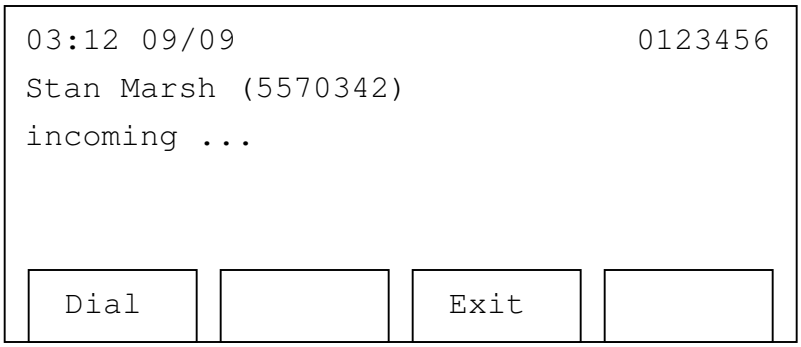


5. After you have selected one phone book entry, the phone number and owner's name will be displayed on LCD screen. Press 'Dial' to dial the phone number, or 'Exit' to back to previous menu.



6. When someone is calling you, and his / her phone number is existed in the phone book, then his / her name will be displayed on LCD screen, like the figure shown below:



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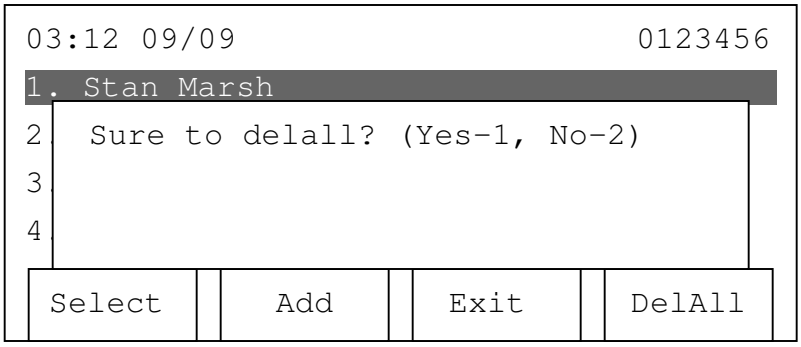
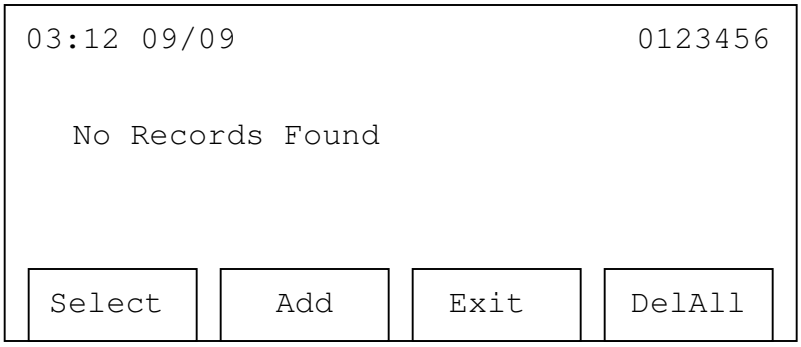
7. If you wish to delete all entries in the phonebook due to some reasons (for example, you want to transfer your phone to other people), you can press ‘DelAll’ key in step 4, you’ll be prompted to press 1 or 2 key (1 for YES and 2 for NO).



8. If you press ‘1’, all entries in the phonebook will be deleted, and you’ll see the following message displayed on LCD screen:



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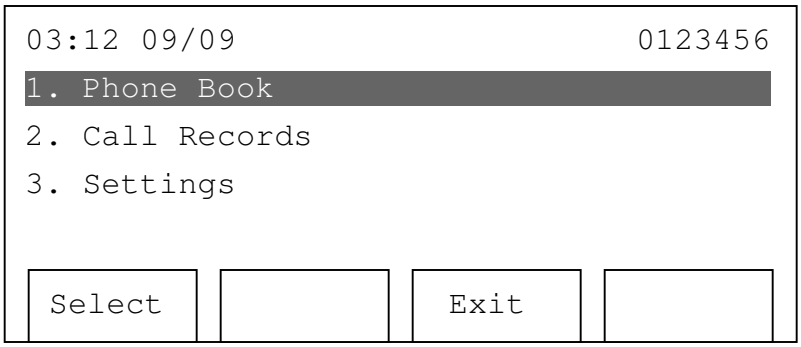
3-3 Browse System Information

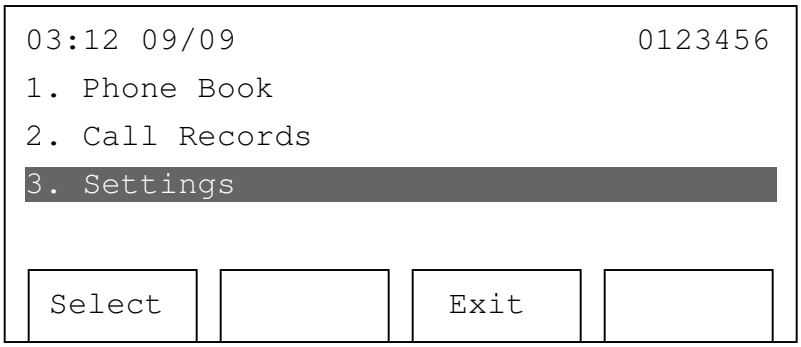
If you want to know the system information about the IP Phone, like IP address, model information, firmware version…etc., you can use both LCD screen and web browser to obtain these system-related information.

- On LCD screen:

1. Press ‘Menu’ button on IP Phone



2. Press ‘Up’ or ‘Down’ key until ‘3. Setting’ is selected, then press ‘Select’ key.



3. Press ‘Up’ or ‘Down’ key until ‘5. Model Information’ is selected, then press ‘Select’ key.

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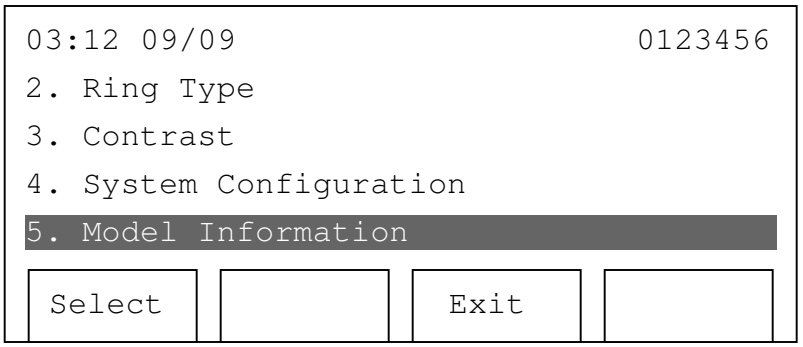
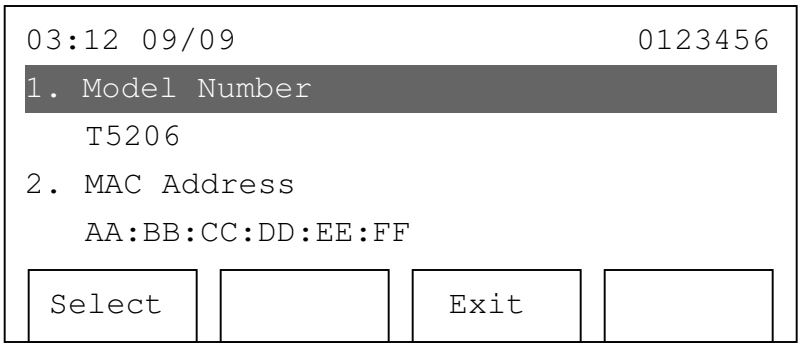


4. All system-related information will be displayed here, please press ‘Up’ and ‘Down’ to browse, and press ‘Exit’ key when done.



- By web browser:

1. After your web browser is connected to the IP Phone, click the ‘Status’ link on the left.

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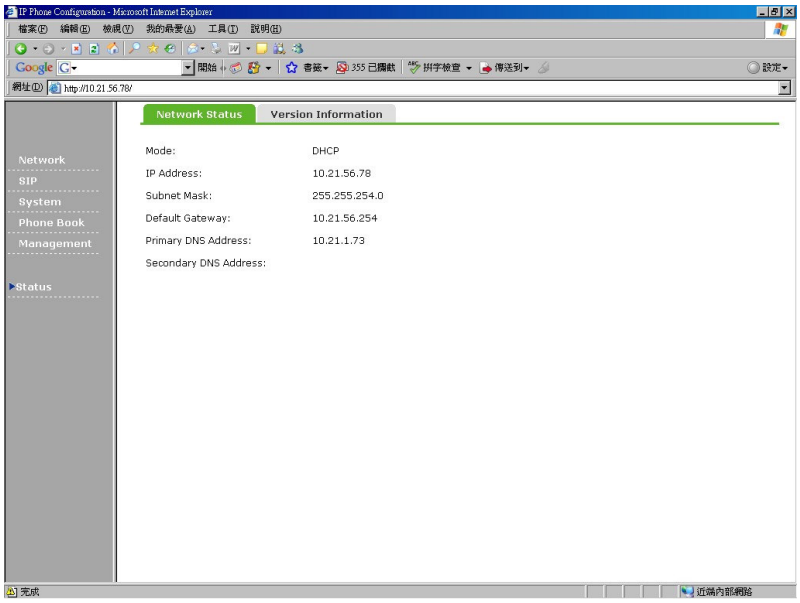
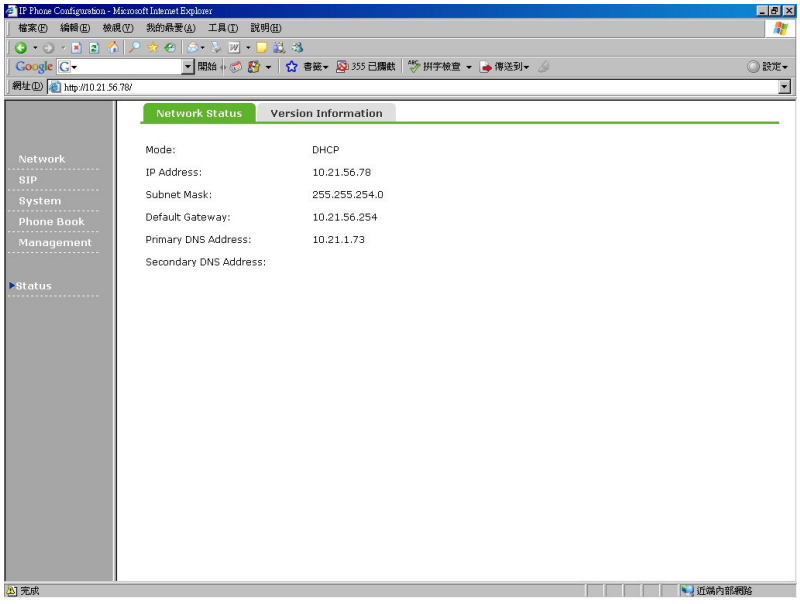


2. You'll see all network-related system settings here.



3. Click the 'Version Information' tab, and you'll see all firmware-related information here.

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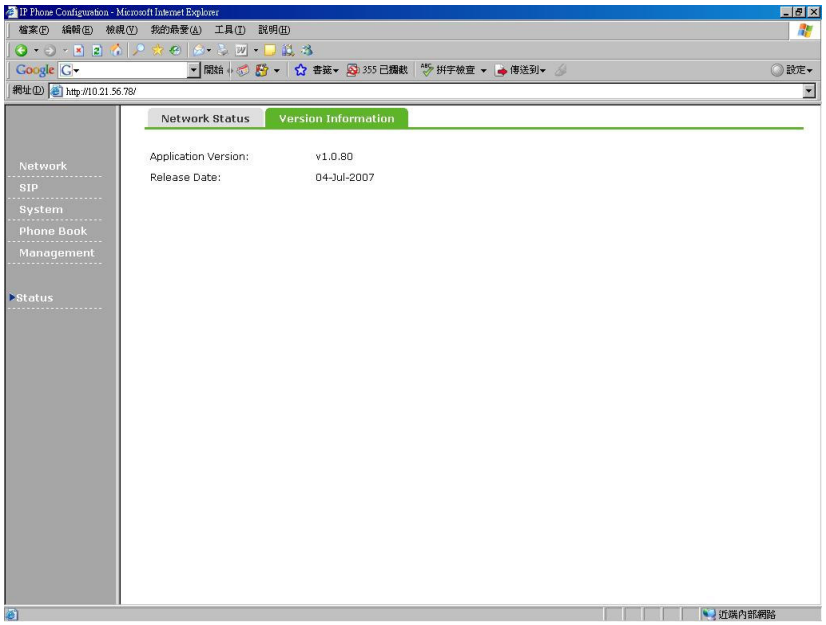

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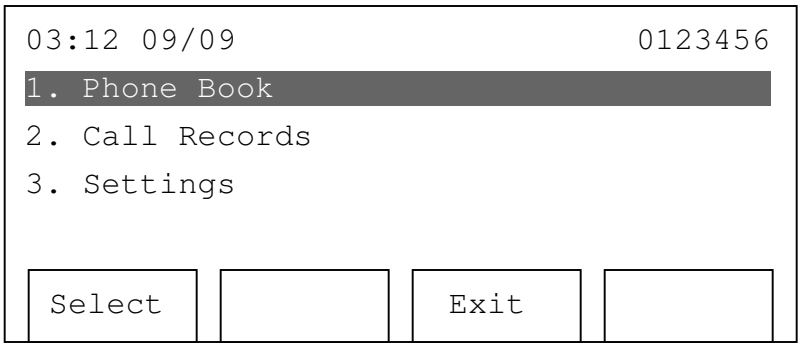
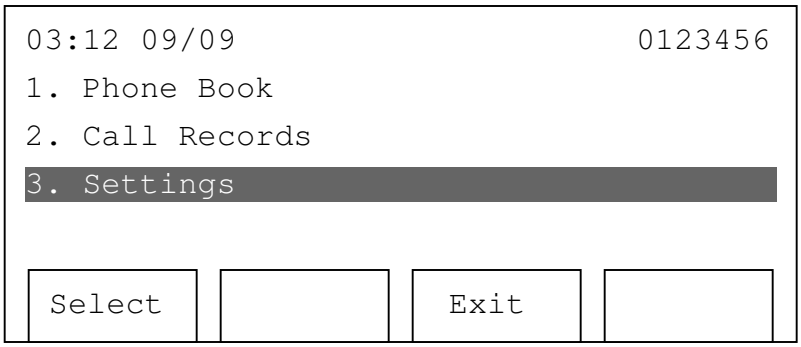
3-4 Change Display Language

The default language on LCD screen of this IP Phone is English. However, you can change the language on LCD screen from several options if you need, like to use this IP Phone in other countries.

1. Press ‘Menu’ button on IP Phone



2. Press ‘Up’ or ‘Down’ key until ‘3. Setting’ is selected, then press ‘Select’ key.



3. The first item ‘1. Language’ should be selected automatically when you enter this menu, if not, please use ‘Up’ or ‘Down’ key to select it, then press ‘Select’ key.

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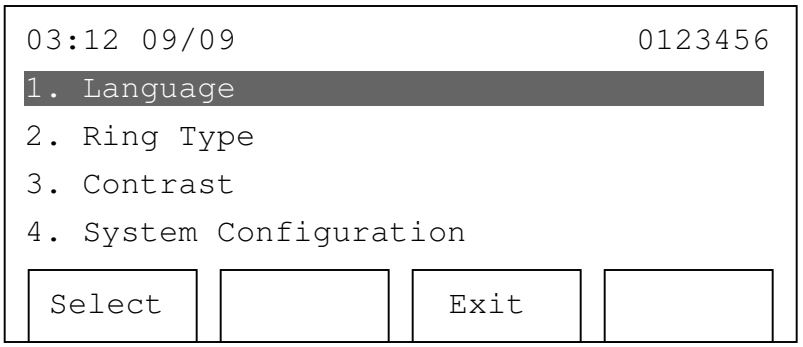
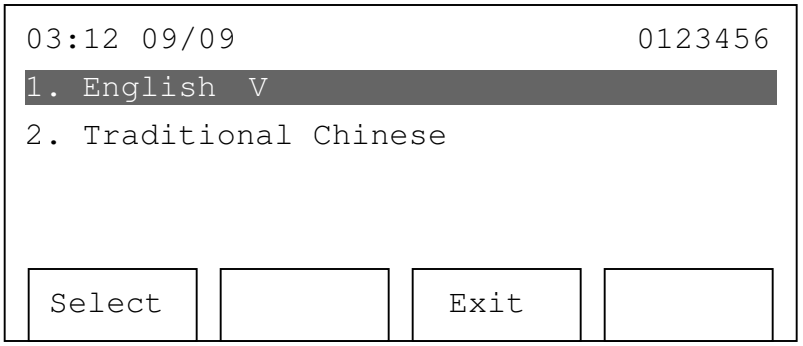


4. All available languages will be displayed here, a ‘V’ sign will appear on the language item which is being used currently. Please use ‘Up’ or ‘Down’ key to select the language you want, and press ‘Select’ key, or press ‘Exit’ to leave this menu without making any change.



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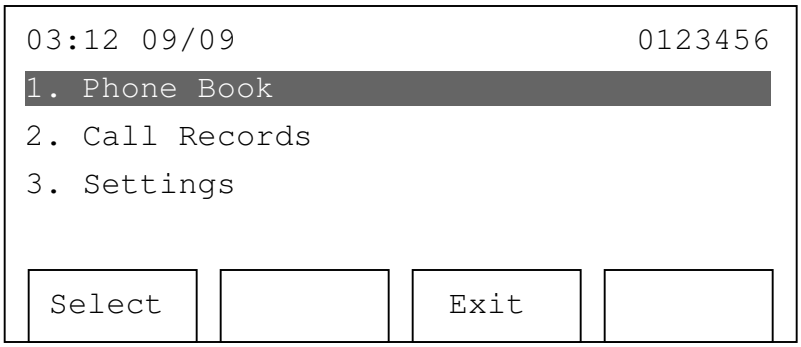
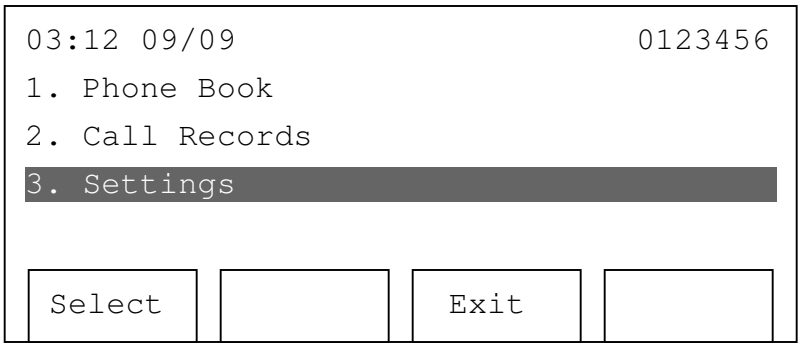
3-5 Change Ringer Type

If you want to change ringer's sound you hear every time the phone rings, you can select a ringer sound from several options. Please follow the following instructions to change ringer sound:

1. Press 'Menu' button on IP Phone



2. Press 'Up' or 'Down' key until '3. Setting' is selected, then press 'Select' key.



3. Press 'Up' or 'Down' key until '2. Ring Type' is selected, then press 'Select' key.

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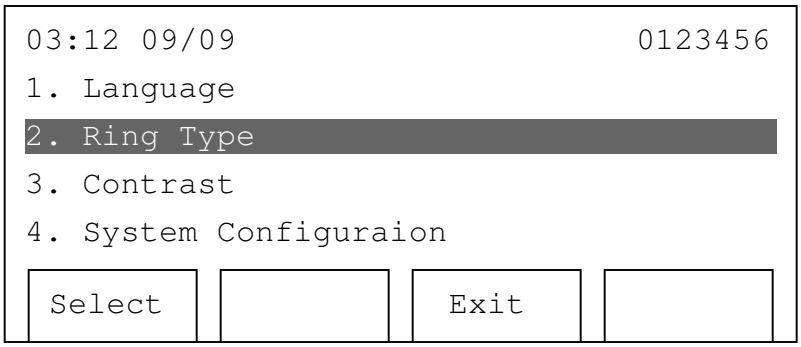
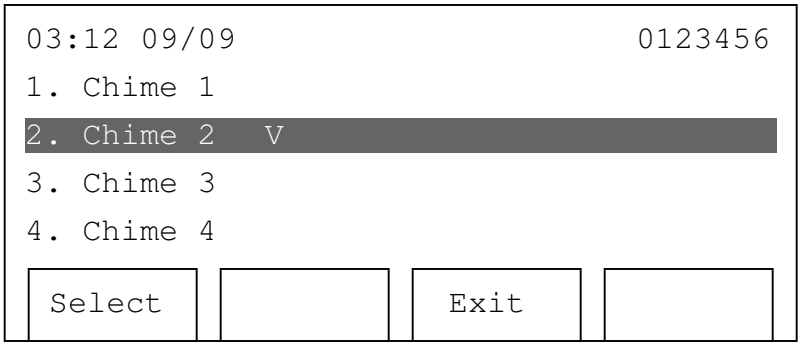


4. All available ringer sound will be listed here, you can browse by pressing ‘Up’ and ‘Down’ key, and press ‘Select’ key to make decision, and press ‘Exit’ key to leave to previous menu after your decision is make. A ‘V’ sign will appear on the curreltly selected ringer sound.



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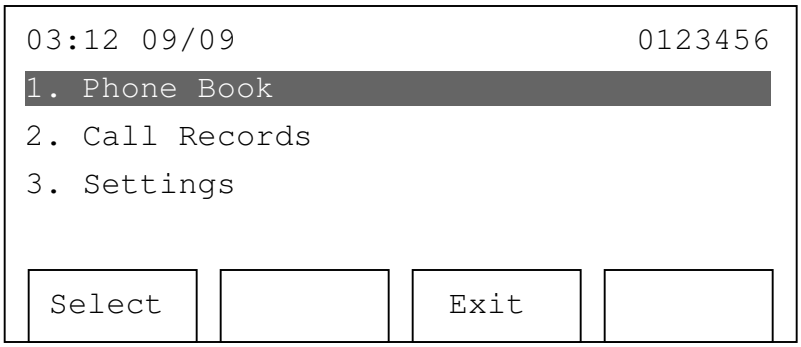
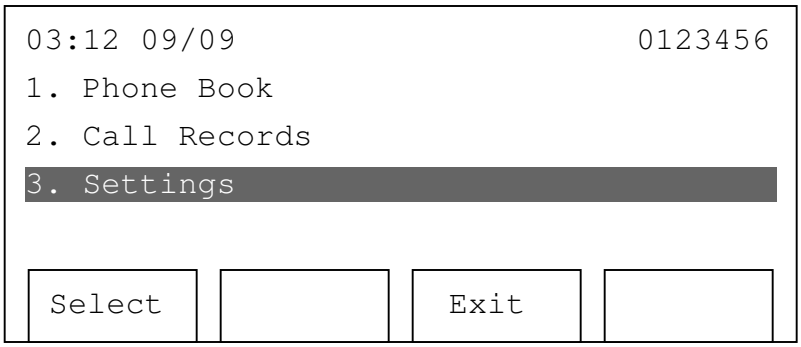
3-6 Adjust the Contrast of LCD Screen

If you encounter difficulties reading the message displayed on LCD screen, you can adjust the contrast of LCD screen to solve the problem.

1. Press ‘Menu’ button on IP Phone



2. Press ‘Up’ or ‘Down’ key until ‘3. Setting’ is selected, then press ‘Select’ key.



3. Press ‘Up’ or ‘Down’ key until ‘3. Contrast’ is selected, then press ‘Select’ key.

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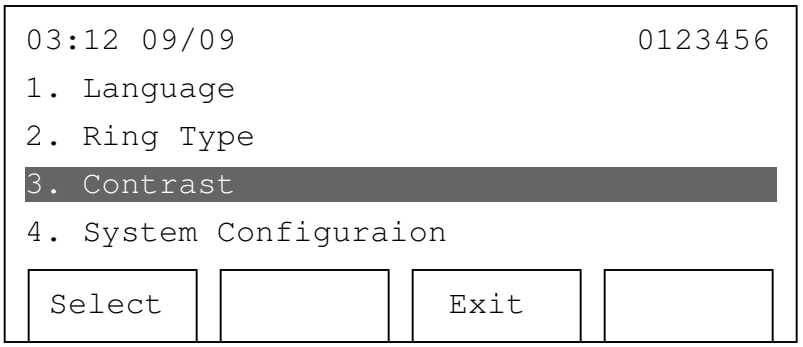
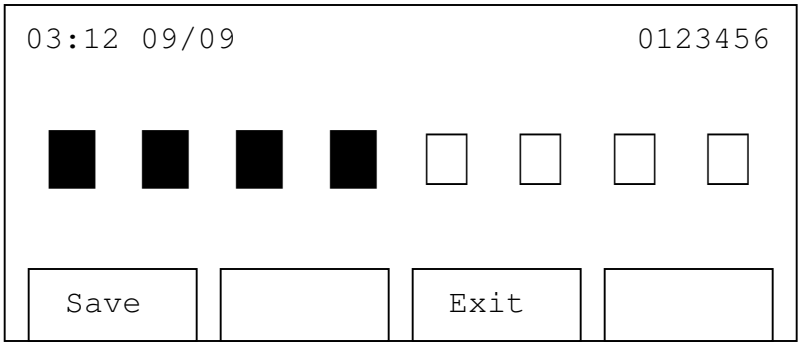


4. Press ‘Up’ key to make the displayed messages dark, and press ‘Down’ key to make the displayed messages bright. Then press ‘Save’ key to keep new LCD screen contrast, or press ‘Exit’ to leave to previous menu without change.



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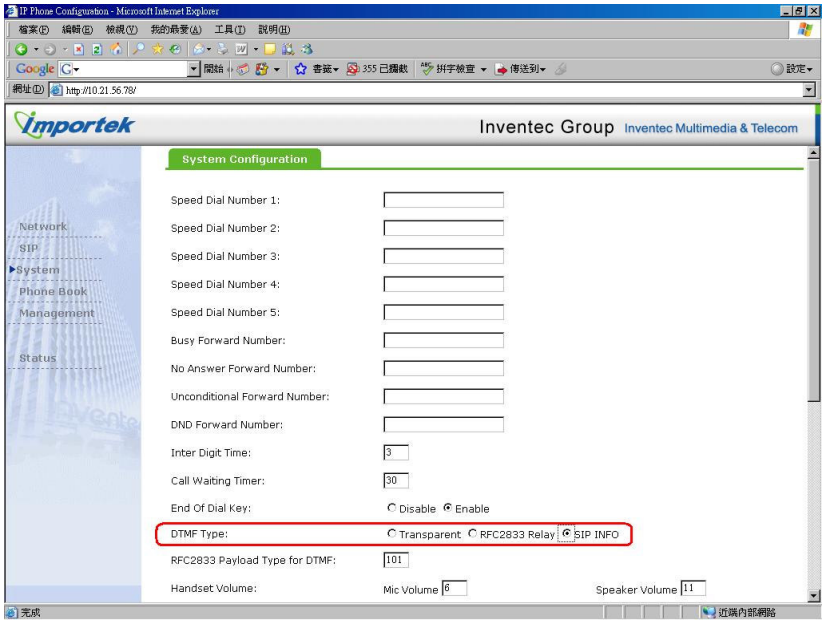
3-7 Select DTMF Types

DTMF (Dual-Tone Multiple Frequency) is the tone you heard when you press a numeric key or * and # key on conventional telephone. It's impossible use certain online services (like online banking service) without DTMF function.

To use DTMF function, you must select a proper DTMF type. Three types of DTMF are supported by this phone: Transparent, RFC2833 relay, and SIP info. Your service provider should tell you which mode you should use. To change DTMF mode, please connect to this phone by web browser, and click 'System' link on the left. Please select a proper DTMF type at 'DTMF Type', according to the instruction given by your service provider.



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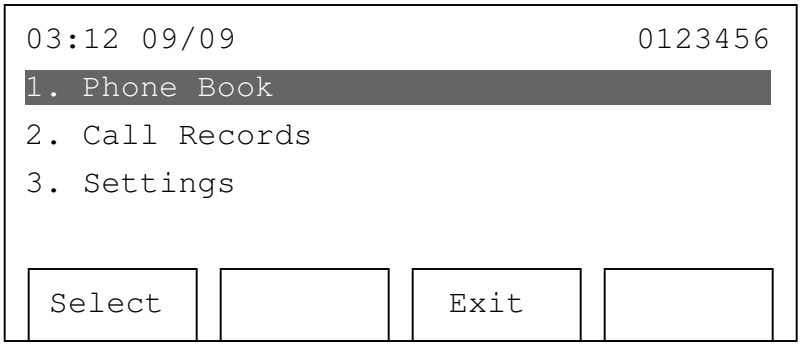
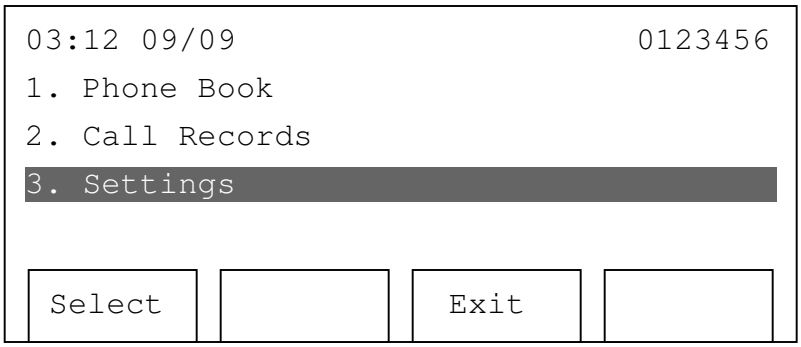
3-8 Reboot the IP Phone

If you found that this IP Phone is working improperly, you can try to reboot the IP Phone to solve the problem.

1. Press ‘Menu’ button on IP Phone



2. Press ‘Up’ or ‘Down’ key until ‘3. Setting’ is selected, then press ‘Select’ key.



3. Press ‘Up’ or ‘Down’ key until ‘4. System Configuration’ is selected, then press ‘Select’ key.

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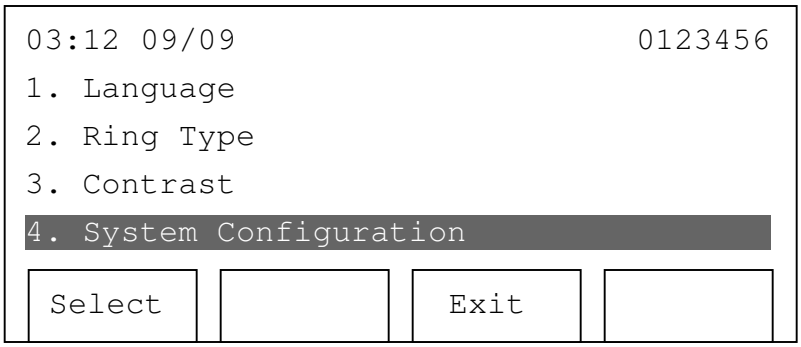
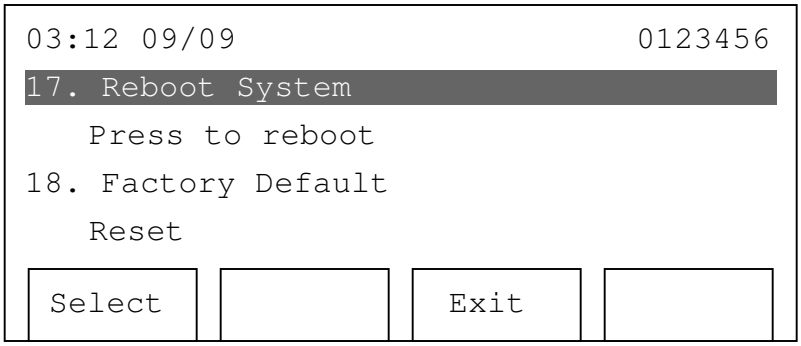


4. Press ‘Up’ or ‘Down’ key until ’17. Reboot System’ is selected, and press ‘Select’ key to reboot the IP Phone. If you changed your mind, press ‘Exit’ key to back to previous menu.



You can also reboot this IP Phone from web browser. To do this, please refer to chapter 2-4 to open a web connection to the IP Phone, and follow the following instructions:

1. After your web browser is connected to the IP Phone, click the ‘Management’ link on the left.

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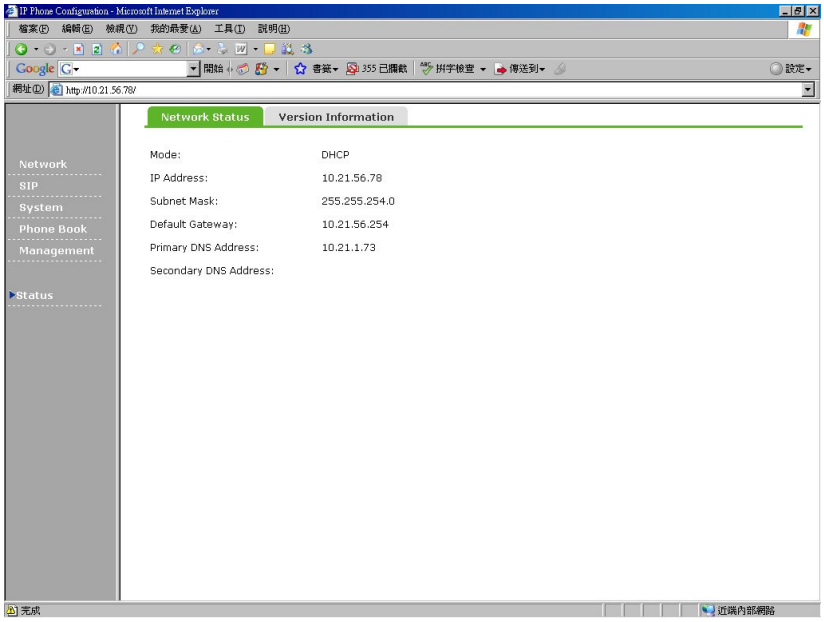
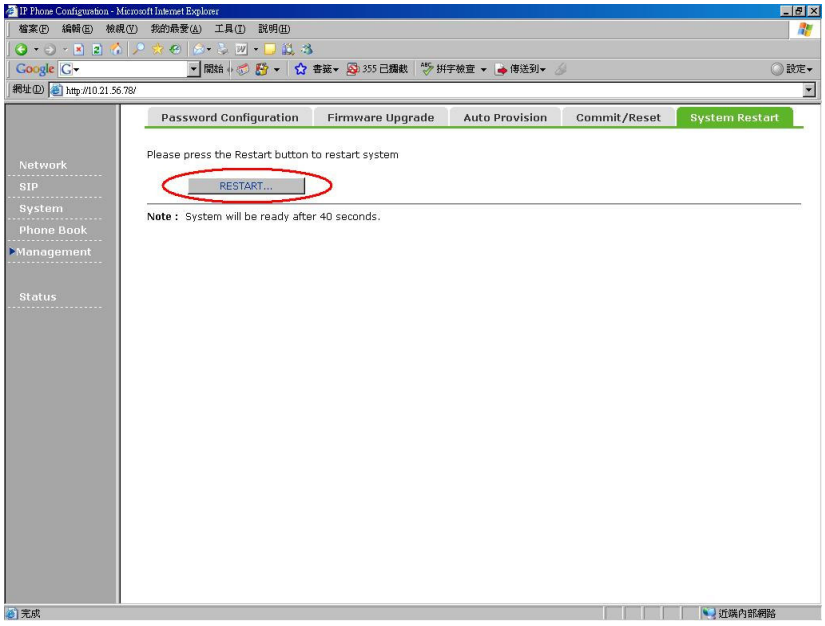


2. In this page, click the ‘Systsm Restart’ tab, then click ‘RESTART’ button. You’ll see ‘Phone is restarting !!’ message displayed on web page, which means the IP Phone is restarting now. The IP Phone will be ready again after 40 seconds.



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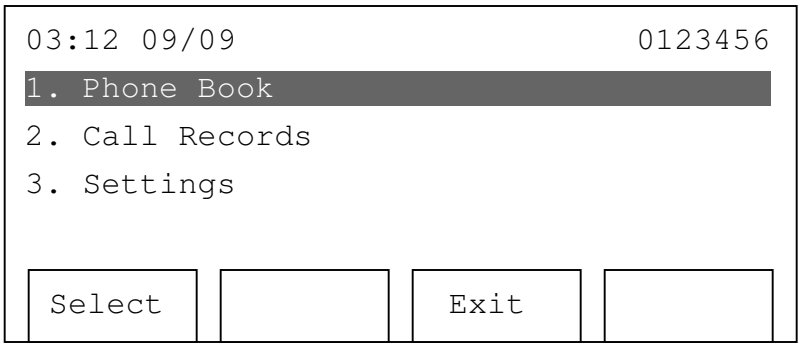
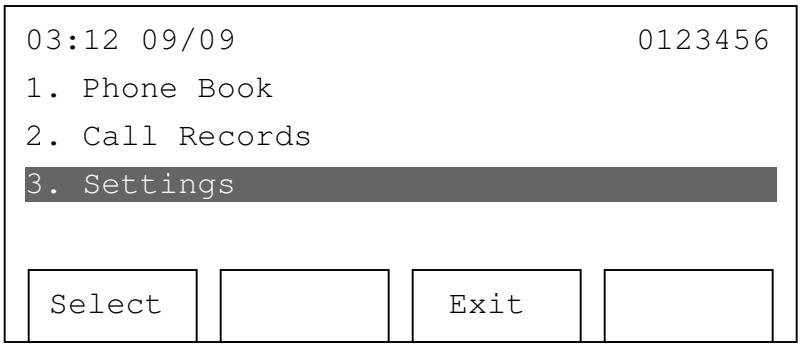
3-9 Factory Reset

If you want to erase all settings stored in this IP Phone, like you're move this IP Phone to a new location, you can use this function to erase all stored information quickly.

1. Press 'Menu' button on IP Phone



2. Press 'Up' or 'Down' key until '3. Setting' is selected, then press 'Select' key.



3. Press 'Up' or 'Down' key until '4. System Configuration' is selected, then press 'Select' key.

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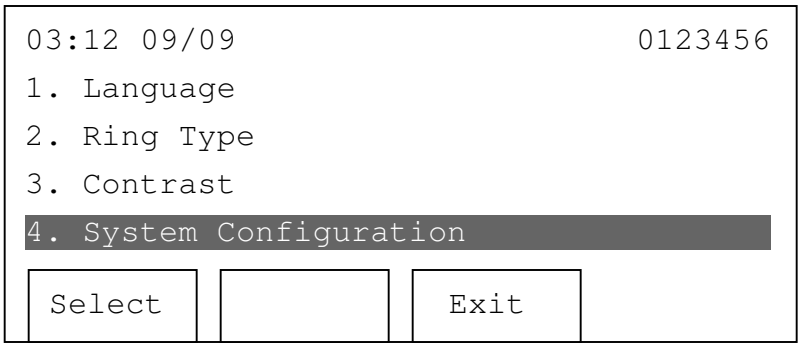
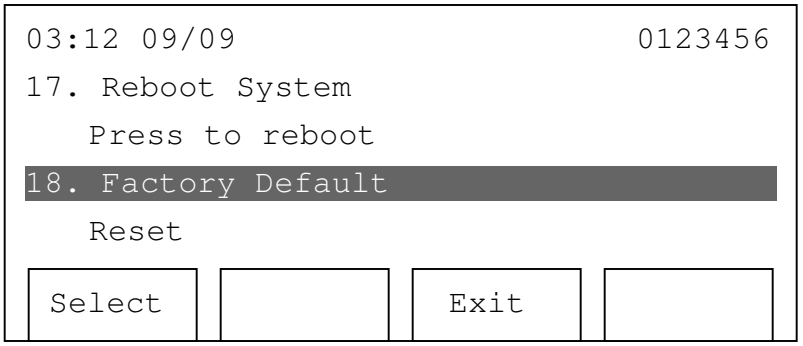


4. Press ‘Up’ or ‘Down’ key until ’18. Factory Default’ is selected, and press ‘Select’ key to erase all information stored in the IP Phone. If you changed your mind, press ‘Exit’ key to back to previous menu.



You can also erase all settings of this IP Phone from web browser. To do this, please refer to chapter 2-4 to open a web connection to the IP Phone, and follow the following instructions:

1. After your web browser is connected to the IP Phone, click the ‘Management’ link on the left.

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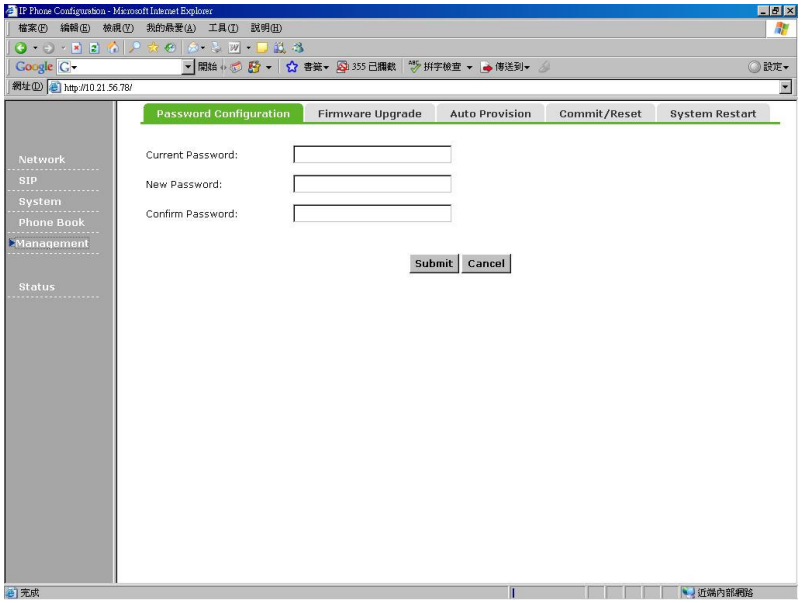
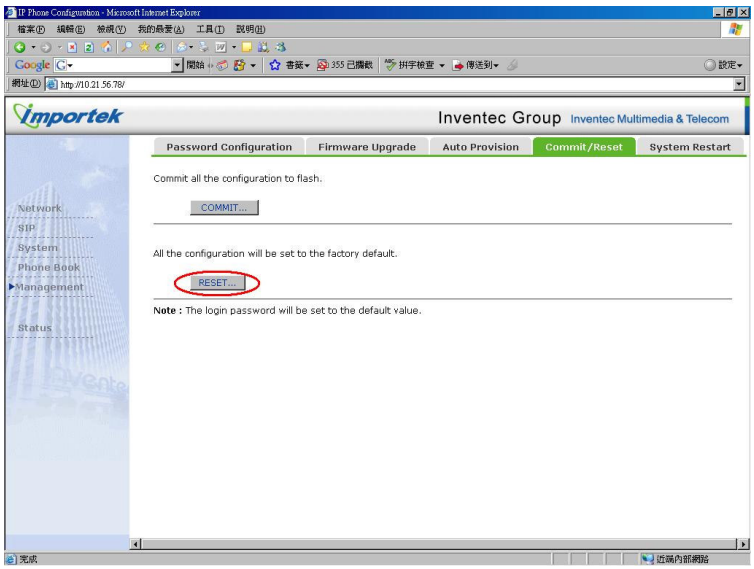


2. In this page, click ‘Configuration commit / Reset’ tab, then click ‘RESET’ button to erase all information stored in this IP Phone. You have to click ‘COMMIT’ button to save new settings again, and restart the phone to get all factory default settings back.



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4-1 Troubleshooting

If your IP Phone is not working properly, before you send it back to your dealer or our company, please check this troubleshooting checklist first. Your problem could be very easy and you can try to solve it by yourself!

Scenario / Problem	Solution
Nothing is displayed on LCD screen	● Please check the status of A/C adapter, is it securely connected to the electric outlet on the wall? ● Is the power cord of A/C adapter still connected to IP Phone? ● If you use Power-over-Ethernet, please check the status of your POE hub / switch, and Ethernet cable. ● Check contrast setting, and try a darker setting. ● Press 'SPEAKER' button on the phone, or lift handset. If you can hear dialing tone, please return this IP phone to your dealer. ● Contact your dealer if above solution don't work.
I see malformed / strange text displayed on the LCD screen of IP Phone	● If you see strange text / graphic displayed on LCD screen, please disconnect the power cord and Ethernet cable, and reconnect after 10 seconds. ● If you just tried to upgrade firmware and this happens, contact your dealer.

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I can not hear dialtone	• Please check the cable connection between IP phone and handset. • Replace the cable used to connect IP phone and handset with a new one. (If you don't have another cable, bring the old cable to a telephone / computer store and show them, they can help). • If you can't hear dialtone fron handset, try to press 'SPEAKER' button on the phone, to see if you can hear the dialtone. Please also check the connection cable between handset and the phone. • When you're adjusting volume, you won't hear anything in handset, and 'SPERAKER' button will not function, too. This is not a malfunction, just wait for few seconds. • Try a higher volume setting. • Try solutions of the scenario titled 'Nothing is displayed on LCD screen' in this troubleshooting checklist • Contact your dealer if above solutions don't work.
I can hear dialtone in the handset, but I can not place / accept phone call	• If you hear busy tone (do do do …) in handset, the party you're calling may be busy, not online, or the phone number you just dialed is wrong, please try again later and make sure the phone number you called is correct. • If you see 'Initializing SIP server…' on

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	LCD screen, please check the network connection first. If you're sure there's no problem about the network connection, please contact your service provider to ask about service availability.

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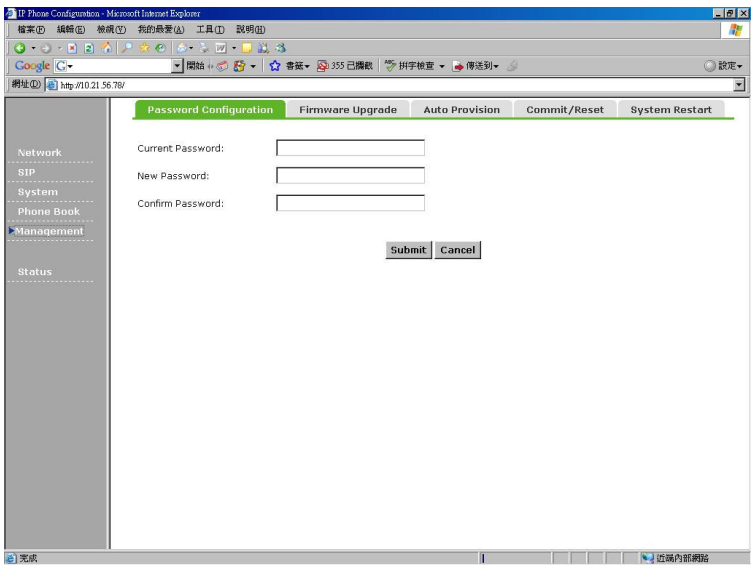
4-3 Firmware Update

The system software (firmware) used by this IP Phone is stored on a flash-ROM, and can be updated when newer version of system software is available. Please go to <service provider's webpage> to check for new version of firmware. If there's newer firmware available, we'll publish its download information on the webpage. The information comprises following items:

a. TFTP/FTP server address
b. Image file name
c. username
d. password.

Please write the above information down, and use the web browser on your computer to connect to the IP Phone. Then follow the following instructions to update firmware:

1. Click 'Management' link on the left of webpage, then click 'Firmware Update' tab.



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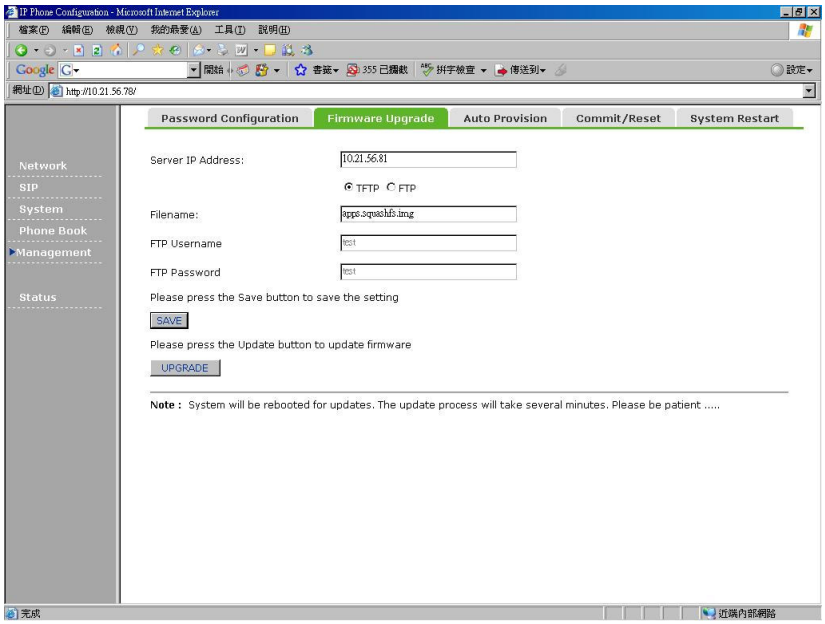
2. Please input TFTP/FTP server address, select server type (TFTP or FTP), filename, username, and password in this page, then press ‘SAVE’ button, it will take several seconds to save firmware upgrade information. After the information is saved, press ‘UPGRADE’ button, the IP Phone will connect to the FTP server and start to download firmware, this will take several minutes, please be patient. After download is complete, the IP Phone will reboot, and your IP Phone will be ready again with new firmware.



WARNING: Do not switch the IP Phone off, press any key on IP Phone, off-hook the handset, or disconnect the IP Phone from network during upgrade procedure. Or the downloaded firmware will be corrupt and the upgrade process will be failed!

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4-4 Recover from Unsuccessful Firmware Update

If the downloaded firmware is corrupted, the firmware upgrade will be failed, and maybe the IP Phone will become malfunction, too. If this happens, please follow the following instructions to restore the IP Phone to normal state.

1. Reboot the IP Phone by instructions given in chapter 3-7. If it doesn't work, please disconnect the power cord from IP Phone, then reconnect it after 10 seconds.

2. You should see 'Loading' message displayed on the IP Phone, please be patient, and both the 'headset' and 'mute' key will illuminate for 2 seconds. Please press '*' key twice now, and the firmware of IP Phone will be recovered.

If the instruction given above does not solve the problem, please contact your dealer, or <service provider's name>.

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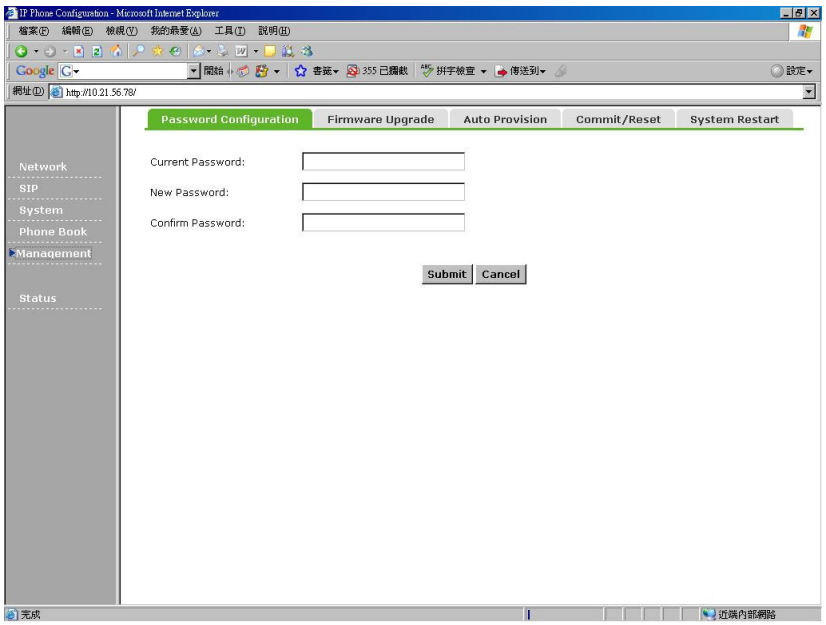
4-5 Change the Administration Password for Web Config

The password used at web login of this IP Phone can be changed for security reason.

Please follow the following instructions to change the password for web configuration login:

Click ‘Management’ link on the left of webpage, you’ll see ‘Password Configuration’ here. Please input your current password, new password, and re-type new password again at corresponding fields, then press ‘Submit’ button. If you changed your mind and don’t want to change the password now, just close the web browser or click other link in the configuration webpage.



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